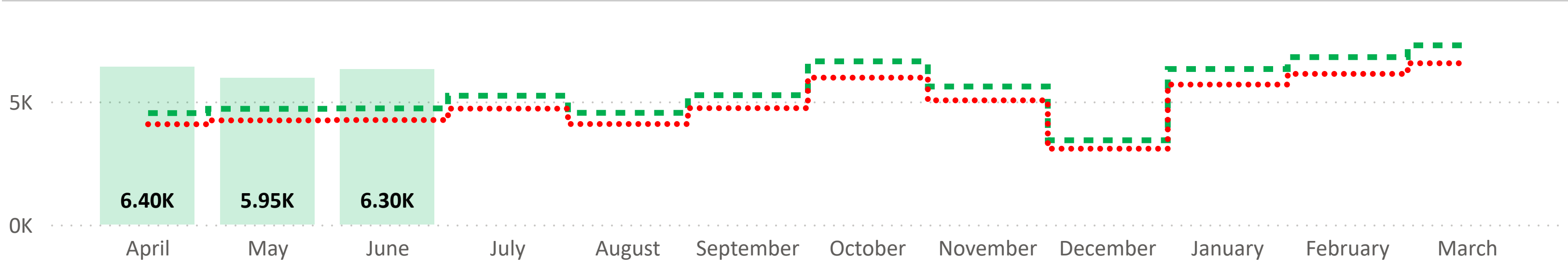
Appendix C
Corporate Performance Measures
Quarter 1 2026-27

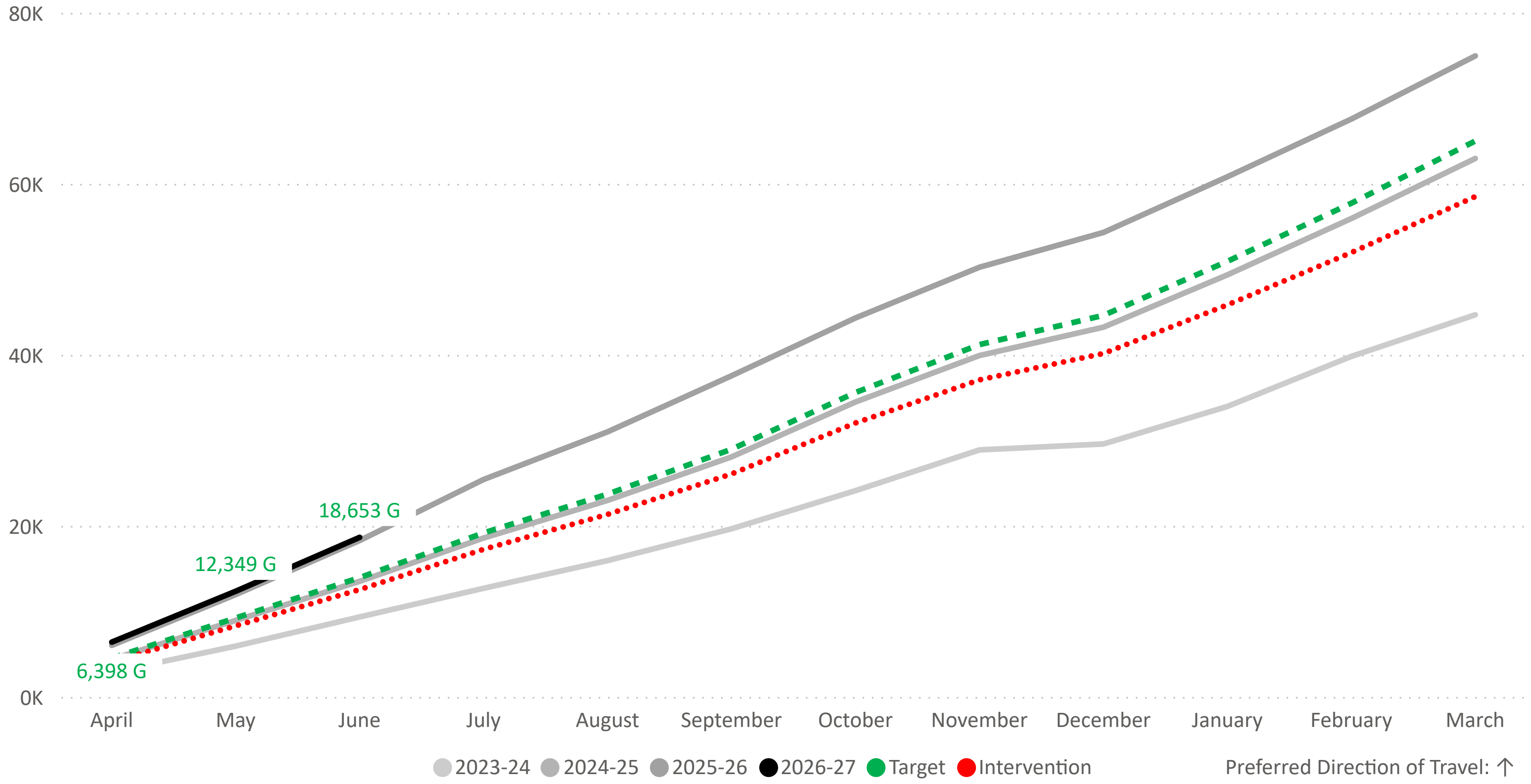
ID	Performance Indicator	Latest RAG	Forecast RAG
1	The number of attendances at Active Lifestyles & Sports Development Activities	G	G
2	The number of One Leisure Facilities admissions (excluding Burgess Hall, Sawtry & school admissions)	G	G
3	The number of residents enabled to live safely at home and prevented from requiring care or a prolonged stay in hospital due to a Disabled Facilities Grant (DFG)	R	G
4	The average number of weeks between referral and completion of jobs funded through the Disabled Facilities Grant (DFG)	G	G
5	The average number of days to process new claims for Housing Benefit and Council Tax support	A	G
6	The average number of days to process changes of circumstances for Housing Benefits and Council Tax support	G	G
7	The number of homelessness preventions achieved	R	G
8	The number of households housed through the Housing Register and Home-Link scheme	G	R
9	The number of households in temporary accommodation	G	A
10	The net change in the number of homes with a council tax banding	G	G
11	The number of affordable houses delivered	R	R
12	The percentage of planning applications processed on target – Major (within 13 weeks or agreed extended period)	G	G
13	The percentage of planning applications processed on time – Minor & Others (within 8 weeks or agreed extended period)	G	G
14	The percentage of planning applications processed on target – Household Extension (within 8 weeks or agreed extension period)	G	G
15	The number of planning applications over 16 weeks old with no current extension in place	A	G
16	The cumulative footfall in our market towns	G	G
17	The total number of business engagements by the Economic Development Team	G	G
18	The efficiency of vehicle fleet driving – Energy Efficient Driving Index Score for the waste service	A	G
19	The percentage of household waste reused / recycled / composted (excluding food waste collections) (cumulative year to date)	A	G
20	The collected household waste per person (kilograms, excluding food waste collections) (cumulative year to date)	G	G
21	The residual waste collected per household (kilograms) (cumulative year to date)	G	G
22	The number of missed bins (excluding Food Waste collections)	R	G
23	The percentage of sampled areas clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations	G	G
24	The number of flytips reported	R	G
25	The number of sanctions against environmental crimes and anti-social behaviour	R	A
26	The number of programmed food hygiene inspections undertaken	G	G
27	The percentage of calls to the Contact Centre answered	R	R
28	The average wait time for customers calling the Contact Centre (seconds)	R	R
29	Customer Satisfaction when contacting our Contact Centre	0	0
30	Council Tax collection rate	A	G
31	Business Rate collection rate	G	G
32	The number of short-term staff sickness days lost per full time equivalent (FTE) (rolling)	G	G
33	The number of long-term sickness days lost per full time equivalent (FTE) (rolling)	R	A
34	The percentage of staff Turnover (per month)	A	G
35	The average length of staff service (years)	R	G

Outcome: Improving the happiness and wellbeing of residents

PI 1: The number of attendances at Active Lifestyles & Sports Development Activities

The number of attendances at HDC One Leisure Active Lifestyles programmes including Sports Development activities. Examples of classes include Specialist Exercise Classes, Exercise Referral Scheme Classes, and classes targeting senior residents.





Latest Commentary from Service:

June saw a 1% decrease in attendances compared to the same period in 2025/26, however, the entirety of quarter 1 saw attendances increase by 1% despite the unprecedented heatwaves we have experienced, which have led to some inevitable session cancellations. Commissioned services continue to grow with 433 sessions delivered in quarter 1 - an increase of 13% on the previous year, leading to an increase in attendances of 21% over the same period (5,146 v 4,251). Attendances at grant-funded sessions have significantly dropped 72% in line with the reduction of grant funding received (897 v 3,243); however, despite this, overall attendances are on a par with last year. Preparations are underway for a busy summer with 77 sessions booked by Parish Councils plus four new Family Park Sessions and four new Home Education Sessions specifically over the summer period.

Latest year-end forecast:

70,000

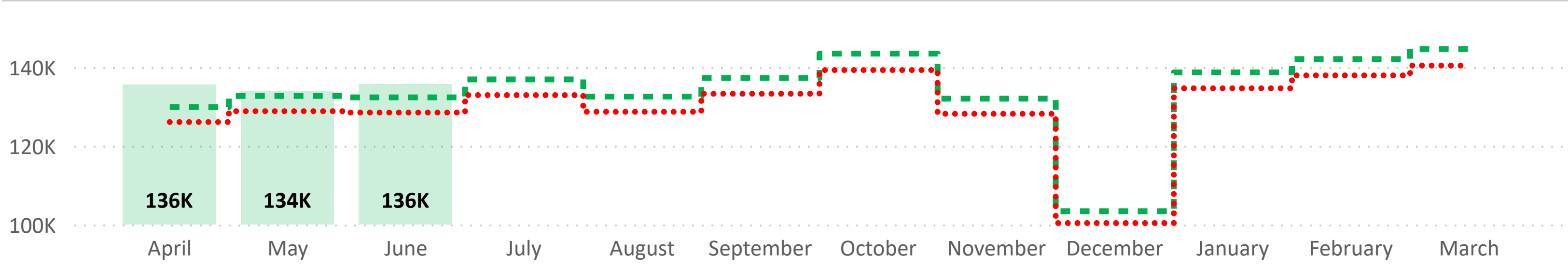
Latest projected outturn:

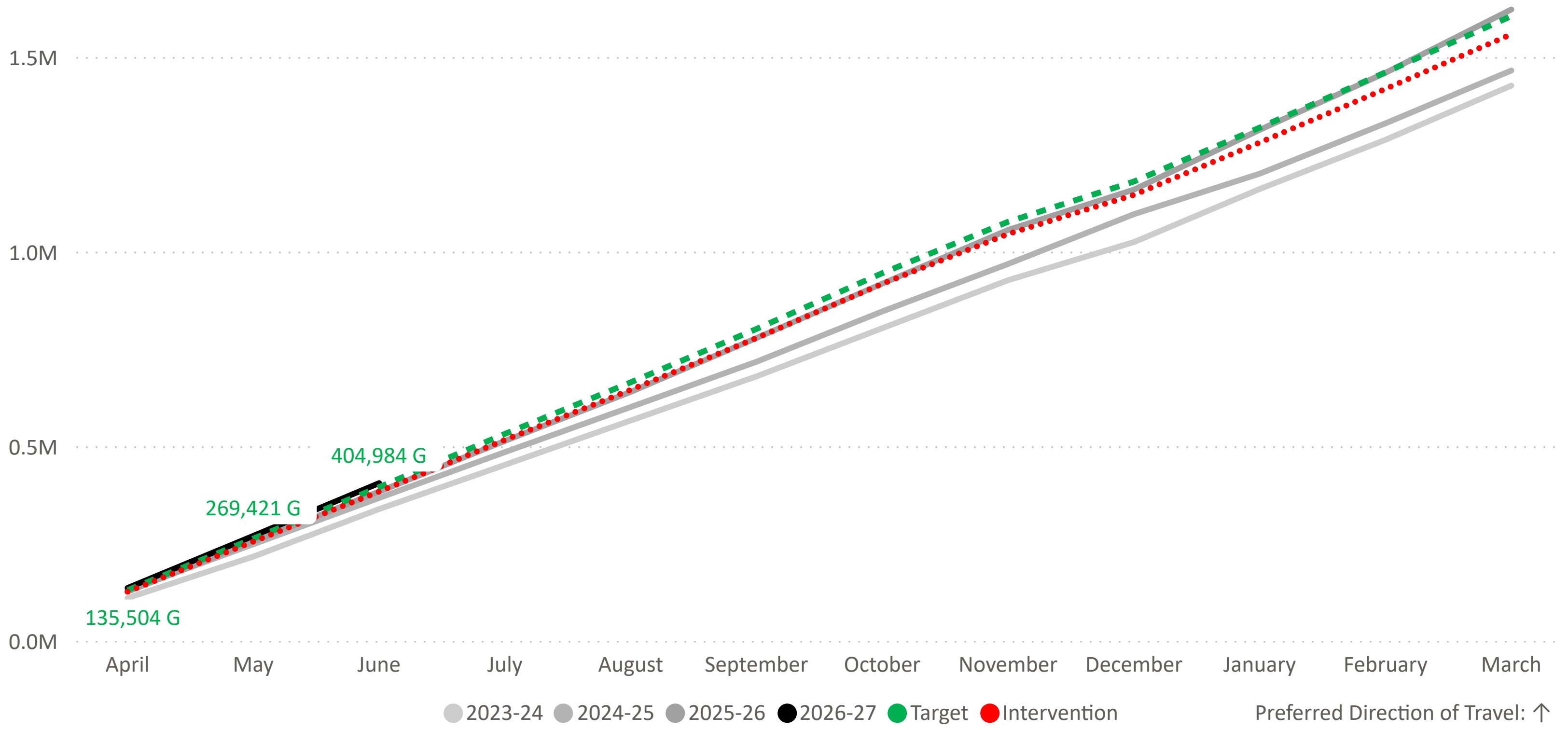
G

Outcome: Improving the happiness and wellbeing of residents

PI 2: The number of One Leisure Facilities admissions (excluding Burgess Hall, Sawtry & school admissions)

The number of admissions to One Leisure Facilities in Huntingdon, St Ives, St Neots and Ramsey (excluding Sawtry). Admissions include swimming, impressions, fitness classes, sports hall and pitches.





Latest Commentary from Service:

One Leisure has seen positive admissions figures continue for quarter 1 across all Leisure Centres. The main drivers for overall performance include Gym, Swimming, and Group Exercise. The continuation of consistent services and reliable facilities across all sites means that positive attendance is expected to continue throughout the year. Figures do not include OL Sawtry data as to facilitate a data baseline, and therefore figures are comparable to last year. OL Sawtry admissions would were 12,888 in quarter 1, with swimming being over half the admissions.

Latest year-end forecast:

1,625,365

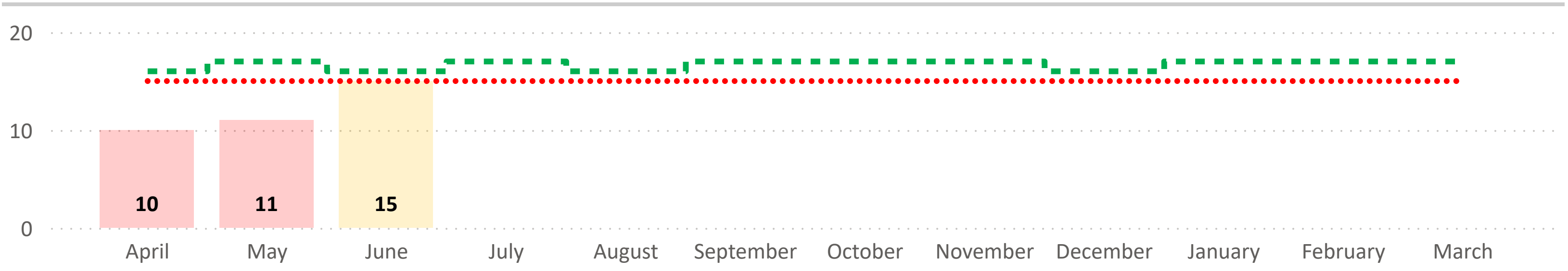
Latest projected outturn:

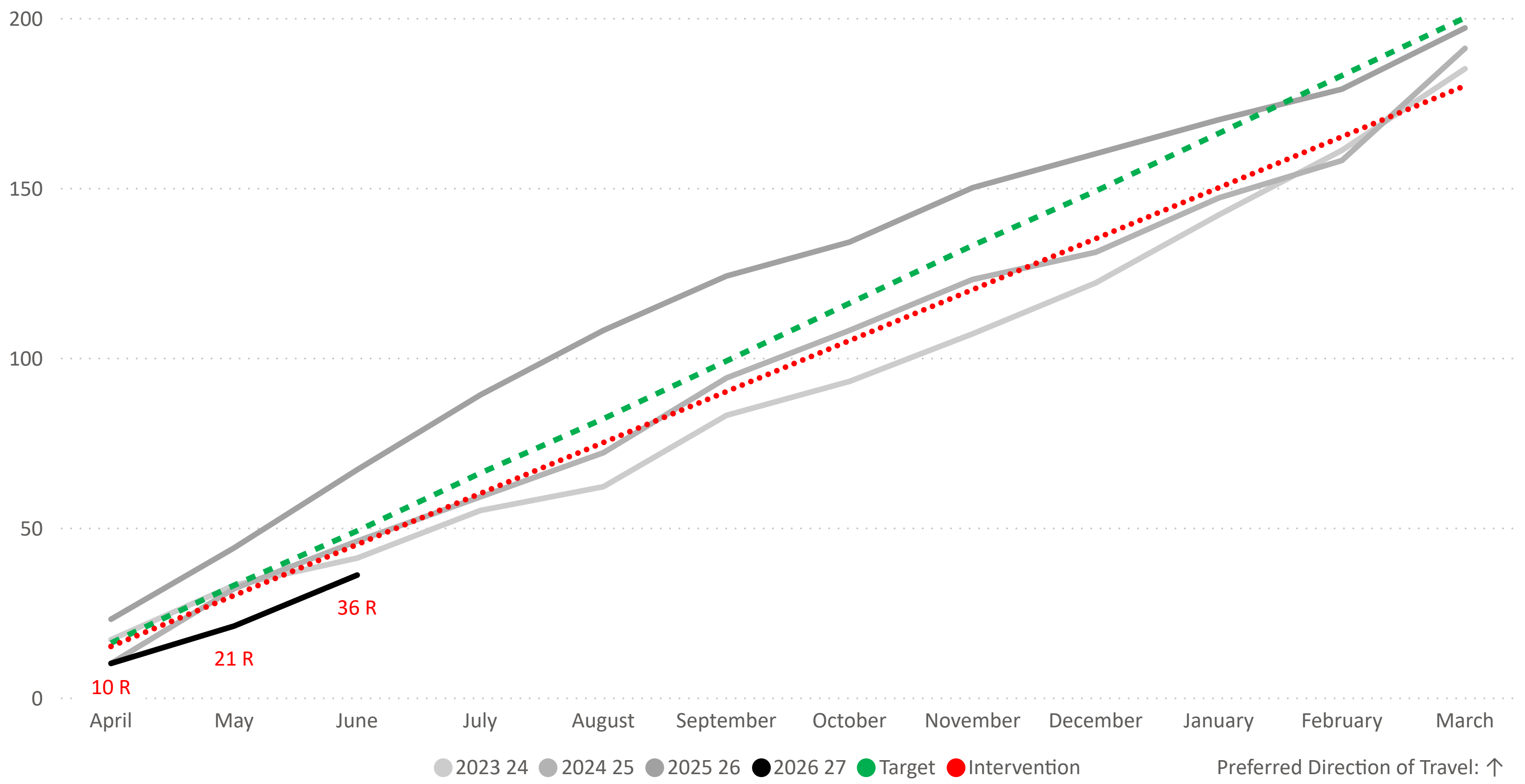
G

Outcome: Keeping people out of crisis

PI 3: The number of residents enabled to live safely at home and prevented from requiring care or a prolonged stay in hospital due to a Disabled Facilities Grant (DFG)

The number of residents that have had work completed in the month of data recording which has enabled to live safely at home and prevented from requiring care or a prolonged stay in hospital due to a Disabled Facilities Grant (DFG).





Latest Commentary from Service:

The 36 residents enabled to live safely at home is significantly lower than the figure of 68 for the same period last year. This is due to a reduction in the number of cases being passed to The Council from the Cambs Home Improvement Agency (CHIA). Additionally, the higher waiting times for a visit from an Occupational Therapist (12 weeks for adult cases and 24 weeks for child cases) are also negatively impacting the number of cases that are finalised. Note that this time is not included in the time taken metric PI 4. Contractors are also causing a delay by submitting incomplete documentation to the Home Improvement Agency, which causes delays and hence fewer residents are supported sooner.

PATH TO GREEN - The Occupational Therapy Service has employed an external agency to assist with the backlog, and hopes to clear 50 x 'P3' cases in 5 weeks. P3 is the lowest category assigned to OT visits for non-urgent cases. Not all of these will result in Disabled Facilities Grants as some client needs will be met with equipment. Additionally, the HIA manager has been made aware of the contractors causing delays.

Latest year-end forecast:

200

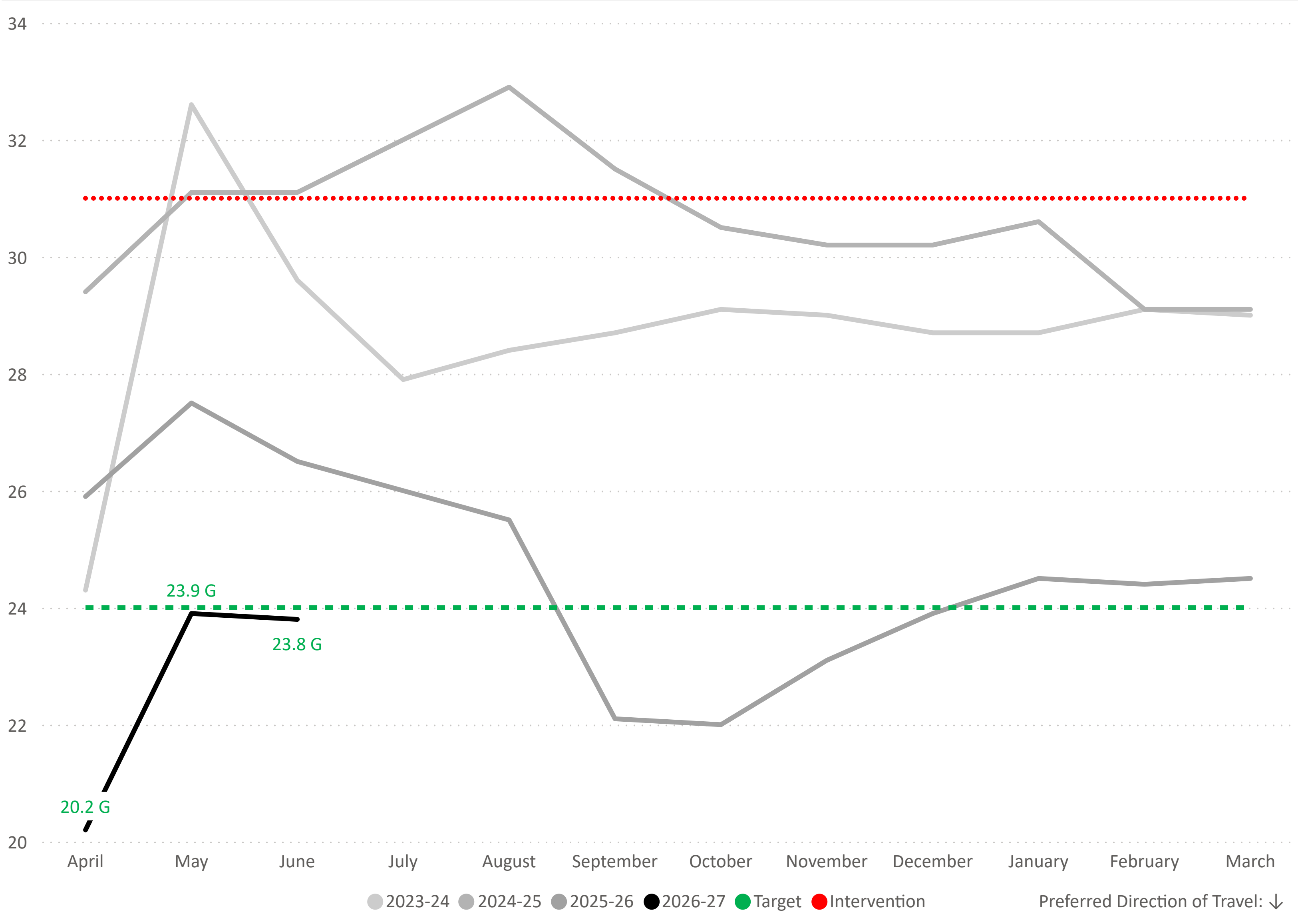
Latest projected outturn:

G

Outcome: Keeping people out of crisis

PI 4: The average number of weeks between referral and completion of jobs funded through the Disabled Facilities Grant (DFG)

The average time (in weeks) between date of referral and practical completion of jobs funded through Disabled Facilities Grants (DFG). This excludes any time taken before referral to Huntingdonshire District Council Officers.



Latest Commentary from Service:

A 2.7-week decrease can be seen in June 2026 compared to the 26.5 weeks taken in June 2025. This improvement is due to fewer complex cases being submitted and finalised. However, delays still persist in gaining consent from Places for People for the work to proceed in their properties, which increases the overall time taken for a case to be completed. Incomplete contractor documentation is also causing delays, eg missing risk assessments for asbestos if found; however, work is still being completed on average within acceptable time scales.

Latest year-end forecast:

24.00

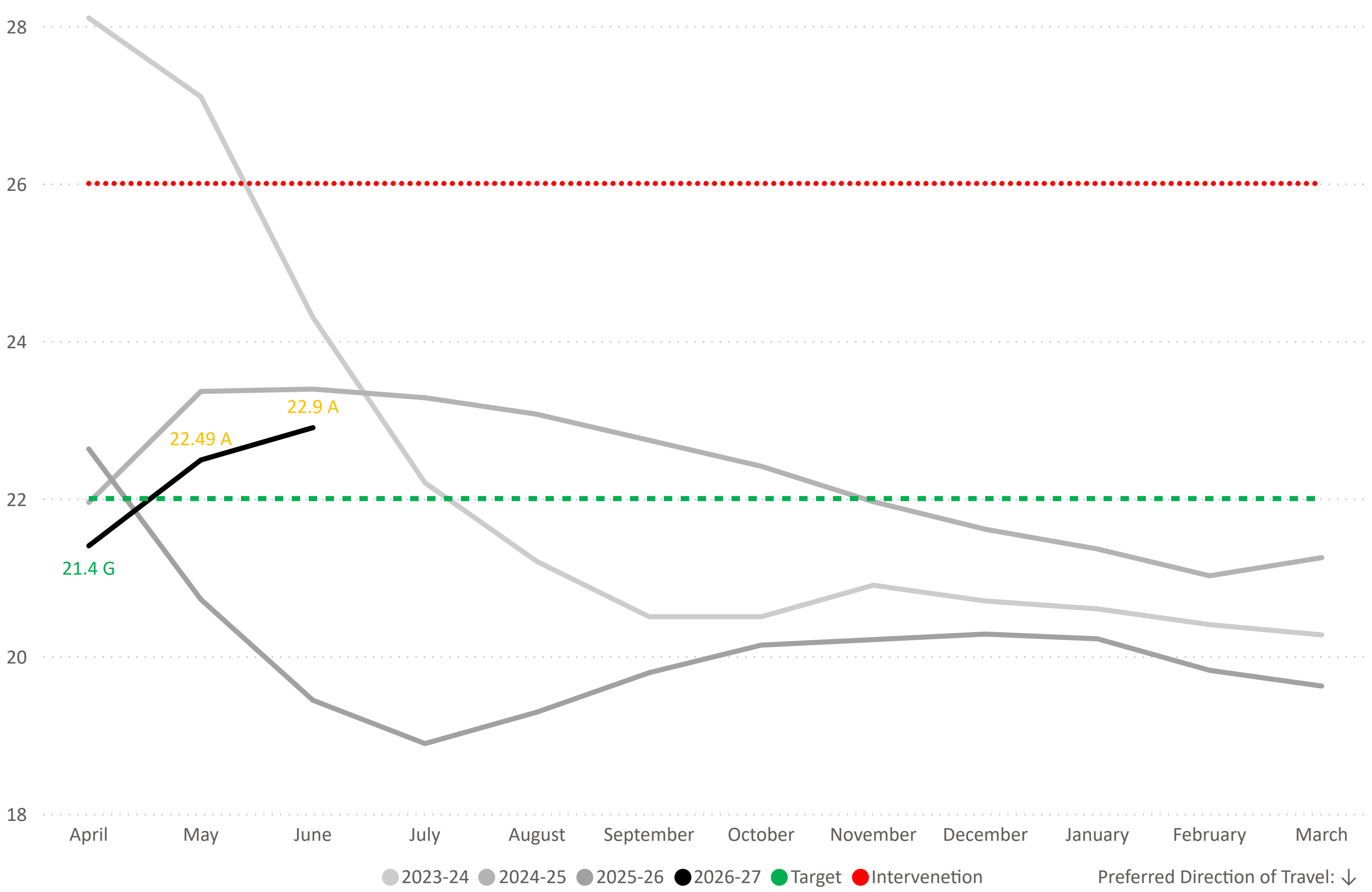
Latest projected outturn:

G

Outcome: Keeping people out of crisis

PI 5: The average number of days to process new claims for Housing Benefit and Council Tax support

The average number of days taken to assess new Housing Benefit and/or Council Tax Support claims for residents in the current financial year.



Latest Commentary from Service:

Year-to-date performance at the end of June is 0.9 days over target. This was due to a combination of staff sickness and a temporary lack of resources across the team throughout quarter 1. However, the actual performance towards the end of June has improved on the May and early June figures as expected, and it is anticipated that performance will improve again next month. The end-of-year forecast is unchanged.

PATH TO GREEN - Now that resources are in place and the spike of staff illness has subsided, performance is expected to improve throughout the next quarter, towards and potentially within the 22-week goal.

Latest year-end forecast:

22.00

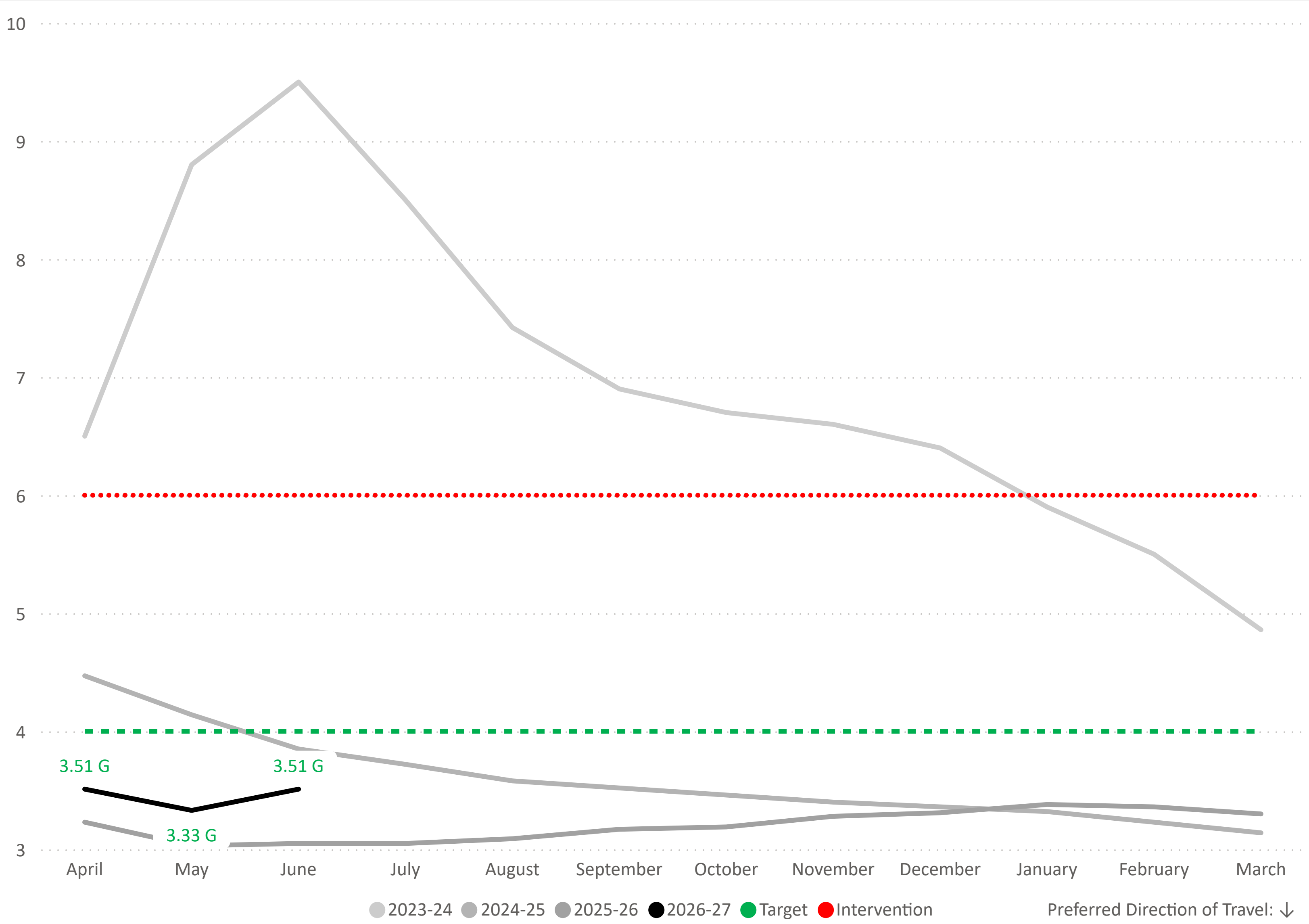
Latest projected outturn:

G

Outcome: Keeping people out of crisis

PI 6: The average number of days to process changes of circumstances for Housing Benefits and Council Tax support

The average number of days taken to assess Housing Benefit and/or Council Tax Support changes of circumstance for residents in the current financial year.



Latest Commentary from Service:

The YTD performance exceeded the target by 0.49 days. This was achieved whilst processing over 3,000 more changes than in Quarter 1 2025/26. This positive performance has been achieved through automation of the process, brought about by the implementation of the new Council Tax Support Scheme.

Latest year-end forecast:

4.00

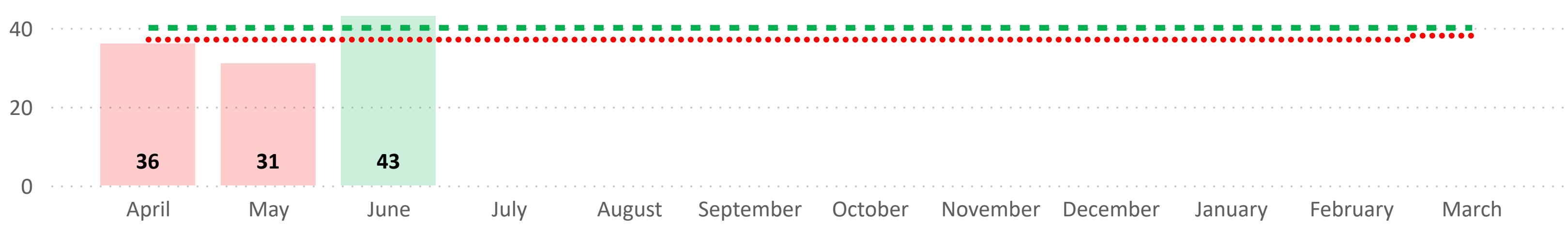
Latest projected outturn:

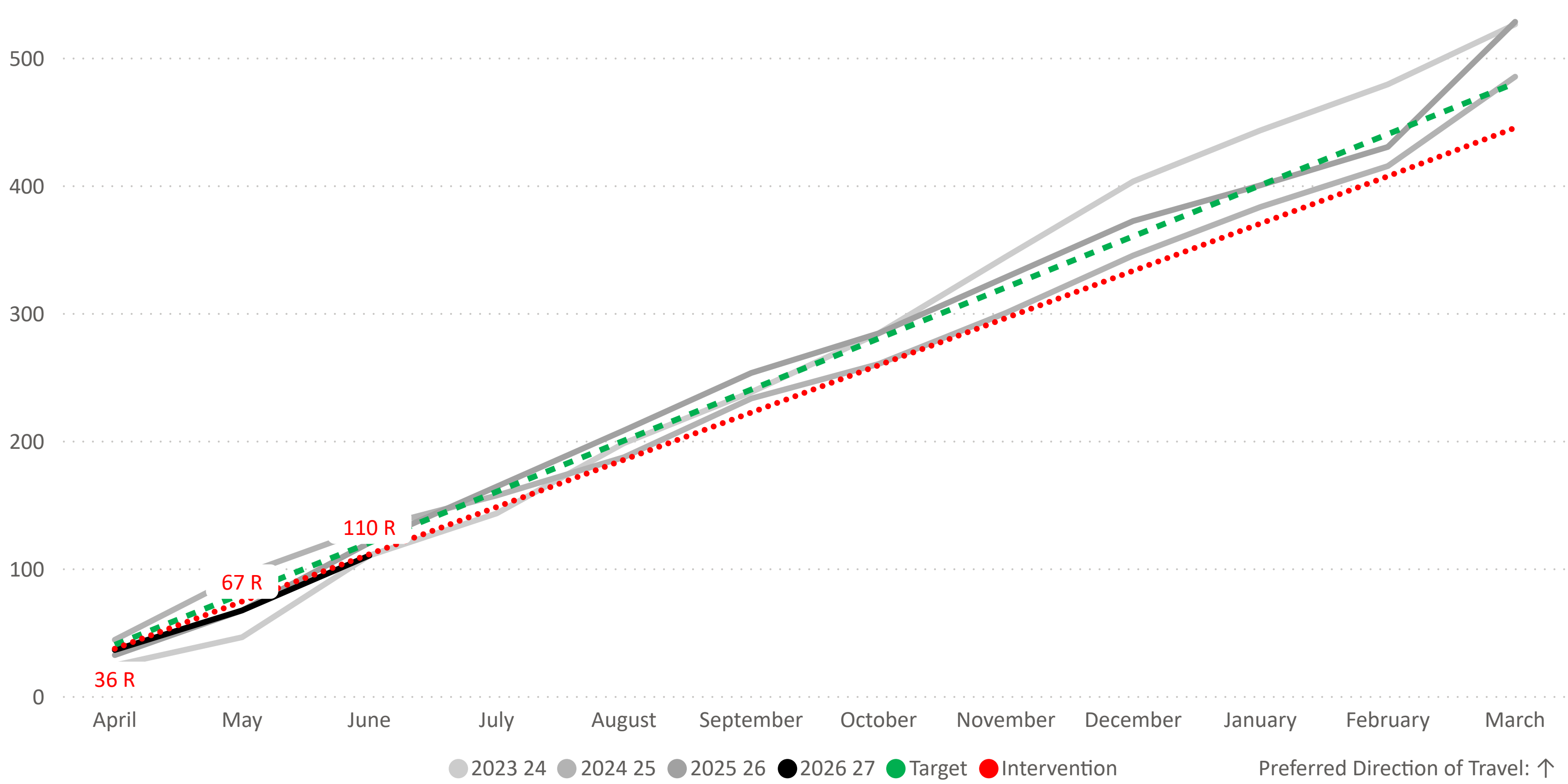
G

Outcome: Keeping people out of crisis

PI 7: The number of homelessness preventions achieved

Total number of successful homelessness preventions achieved – cumulative throughout the year. It measures how successful the organisation is at reducing the number of households that face the crisis of homelessness.





Latest Commentary from Service:

The number of successful homelessness preventions fluctuates throughout the year, depending on the rate of homelessness presentations and the opportunity to intervene in a timely way. We have achieved a total of 110 successful preventions from April to the end of June, compared to 120 in the same period last year (an 8% reduction). When considering whether this has led to an increase in the number of households in temporary accommodation (PI9), we can see that this figure is being kept within target.

PATH TO GREEN - We are still forecasting an end-of-year figure of 480 successful preventions, which will be dependent upon a number of factors, a key one being the delivery of properties on new-build sites, which will provide additional social rented homes to help resolve homelessness through lettings on the Home-Link scheme (see PI8).

Latest year-end forecast:

480

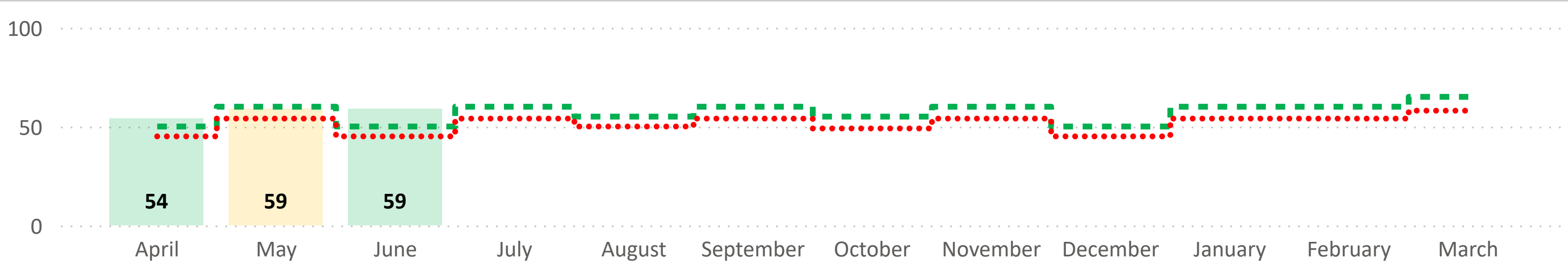
Latest projected outturn:

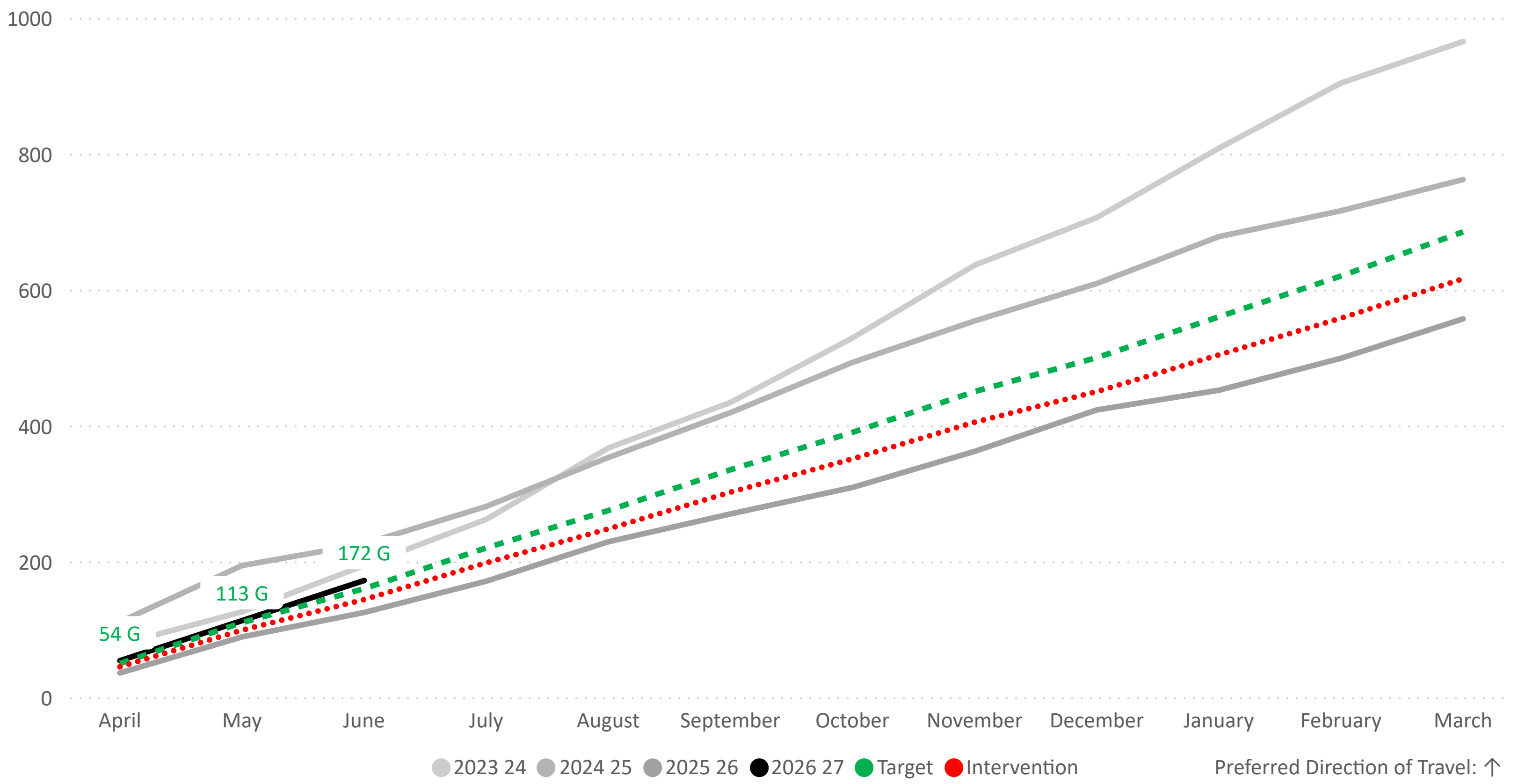
G

Outcome: Keeping people out of crisis

PI 8: The number of households housed through the Housing Register and Home-Link scheme

Total number of households housed into a permanent housing association home in the financial year through the Huntingdonshire Housing Register and Home-Link scheme.





Latest Commentary from Service:

The number of households housed will vary from month to month depending on the number of vacancies arising in existing social rented stock, plus the additional units delivered through the new-build programme. There were a total of 172 households housed from April to the end of June, compared to 125 in the same period last year. This increase is mainly due to completions of new builds that rolled over from the end of last year. We are forecasting a total of 600 lettings in the year, but this will be revised once we have more certainty about the delivery of properties anticipated on new build sites later this year. We will also confirm with Places for People what their plans are for property disposals this year, as this may also have an impact on the number of lettings becoming available.

Latest year-end forecast:

600

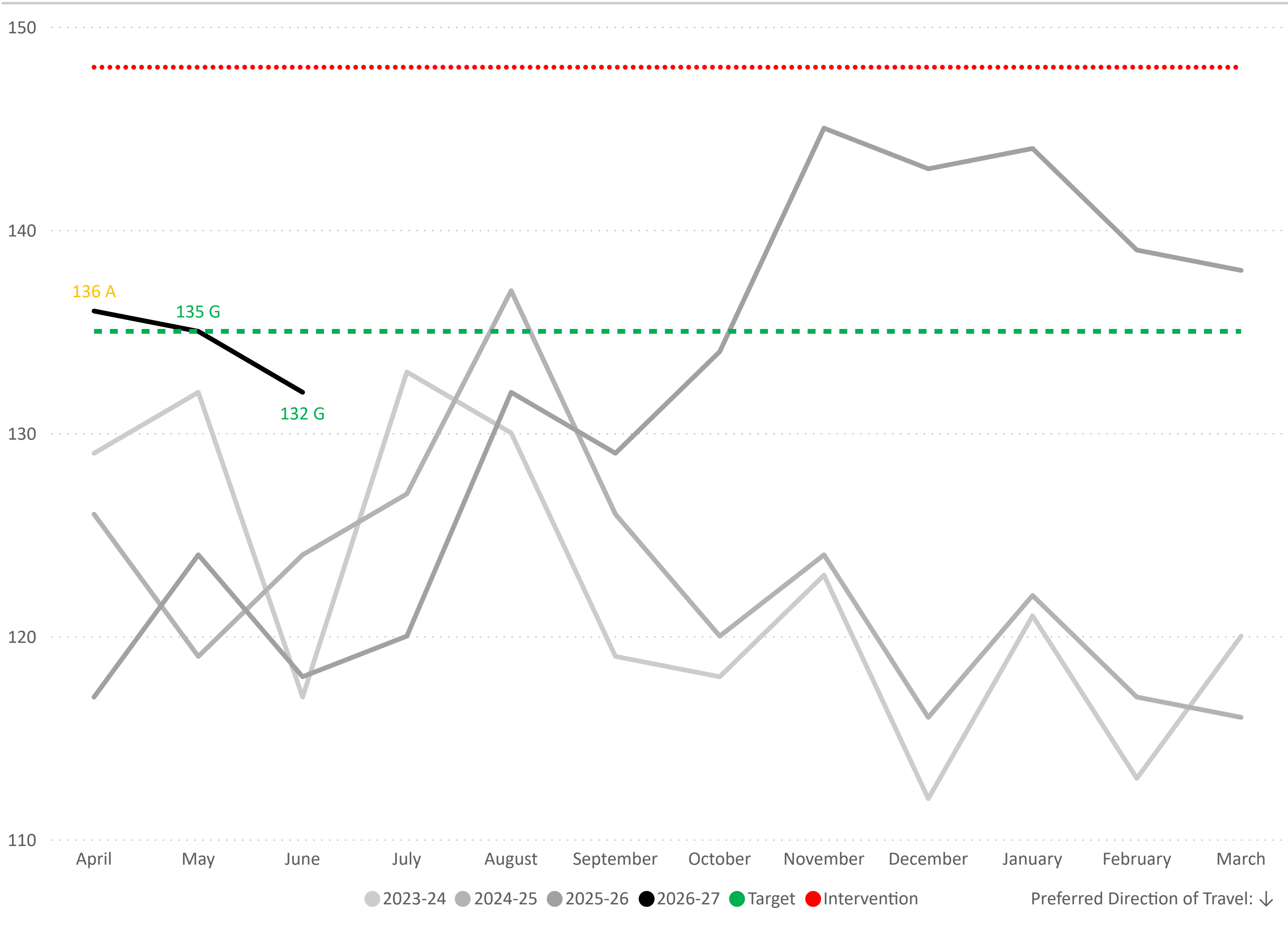
Latest projected outturn:

R

Outcome: Helping people in crisis

PI 9: The number of households in temporary accommodation

The total number of Households in temporary accommodation in Huntingdonshire at the end of each month. This could be higher or lower throughout the month, but the KPI tracks the number on the final day of each month.



Latest Commentary from Service:

The number of households in temporary accommodation (TA) at any one time will depend upon the number of homelessness presentations to the council, how successful officers are at preventing homelessness wherever possible, and the ability to move households through TA into settled housing promptly. The figure at the end of April was 132, which compares to 118 at the same point last year. This increase is mainly due to the reduction in the number of social tenancy lettings in 2025/26, which impacted our ability to move households through temporary accommodation into settled homes. However, the number of lettings (PI8) has increased in April and May, and this has enabled the throughput of some households from temporary accommodation and into settled homes. This will be a key factor throughout the year in trying to keep the number of households in temporary accommodation within the target.

Latest year-end forecast:

140

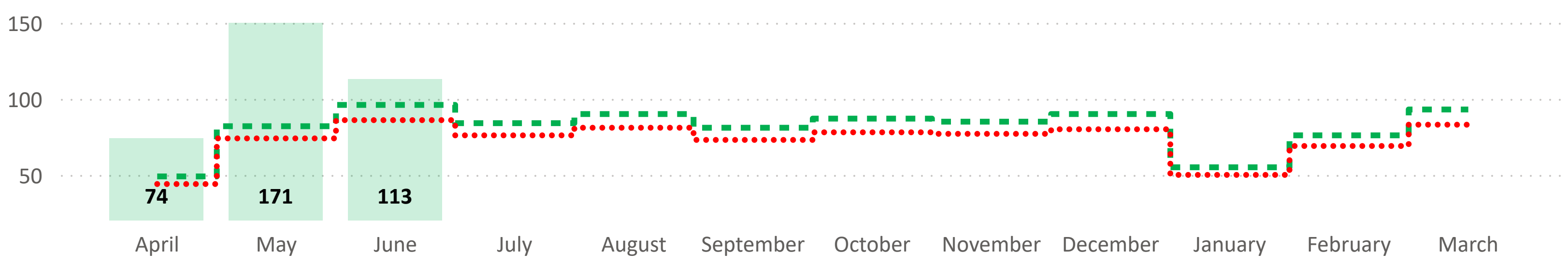
Latest projected outturn:

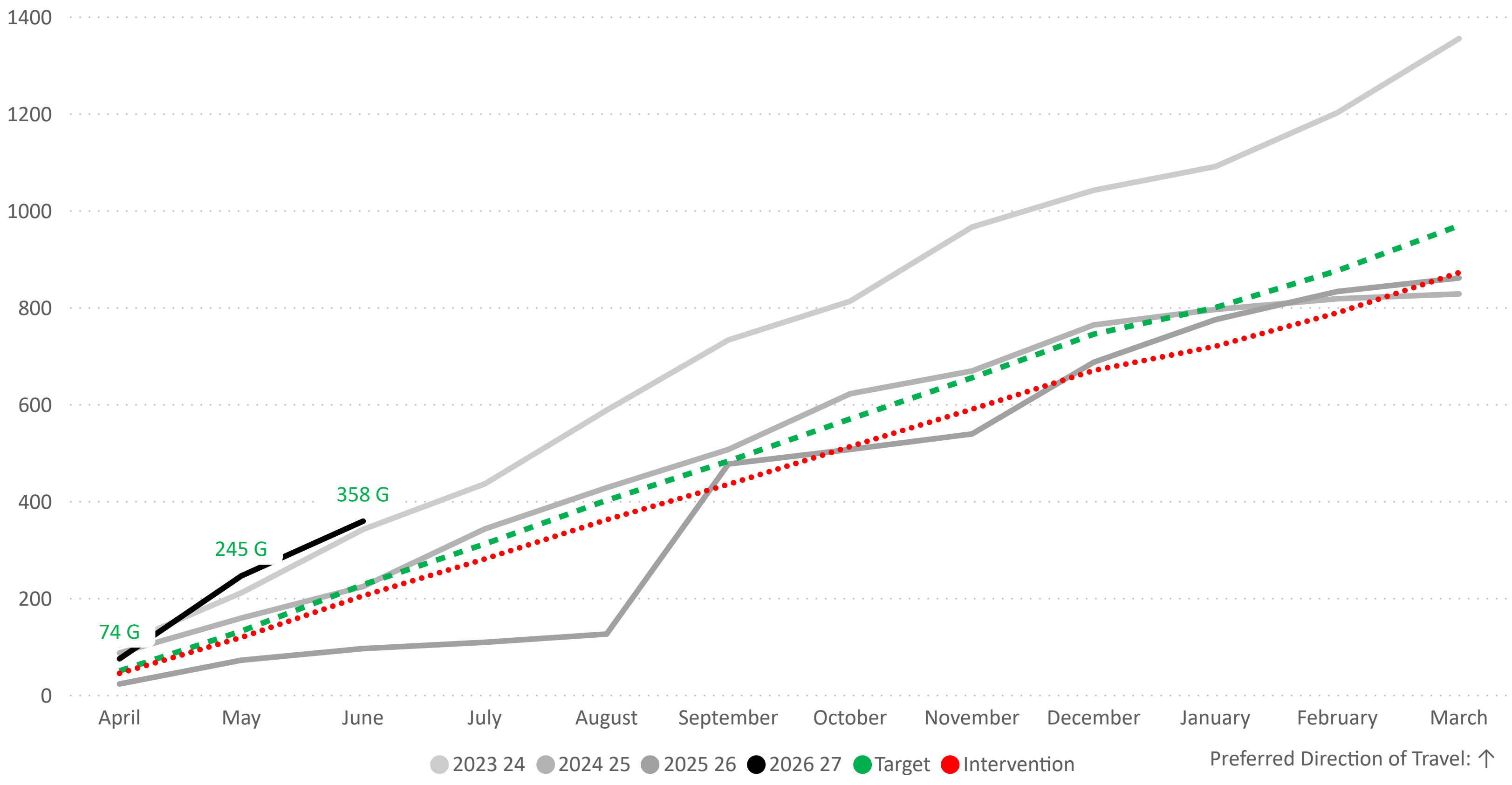
A

Outcome: Improving Housing

PI 10: The net change in the number of homes with a council tax banding

The number of homes which are assigned an official Council Tax Banding by the Valuations Office Agency in a given month. This is mainly required for when a new home is built in the district.





Latest Commentary from Service:

A total of 358 properties were banded in quarter 1 in Huntingdonshire, with significant increases being seen in Mid-May and the start of June. This is because the Valuation Office Agency continues to prioritise banding properties within the same location (for example, multiple houses on a new street or estate) rather than the oldest properties to recover from the significant backlog created over the past 18 months. 215 new properties are awaiting banding, and the number that are over 90 days old has significantly reduced to only 29 properties.

Latest year-end forecast:

1,000

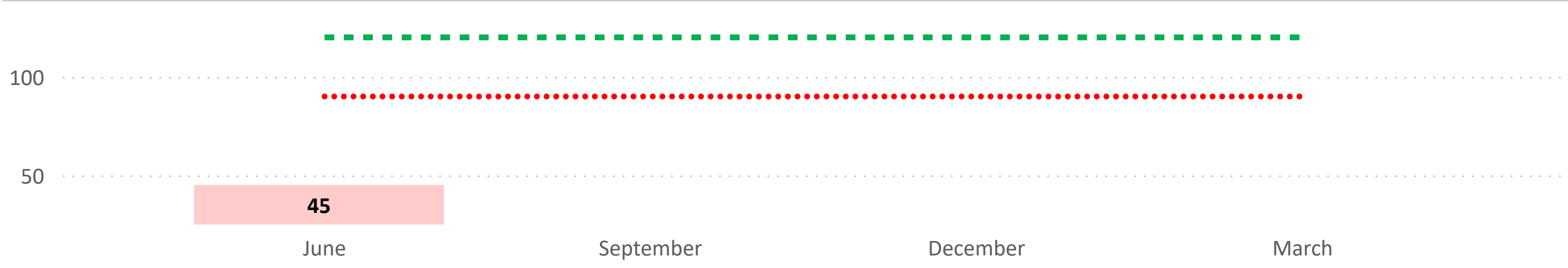
Latest projected outturn:

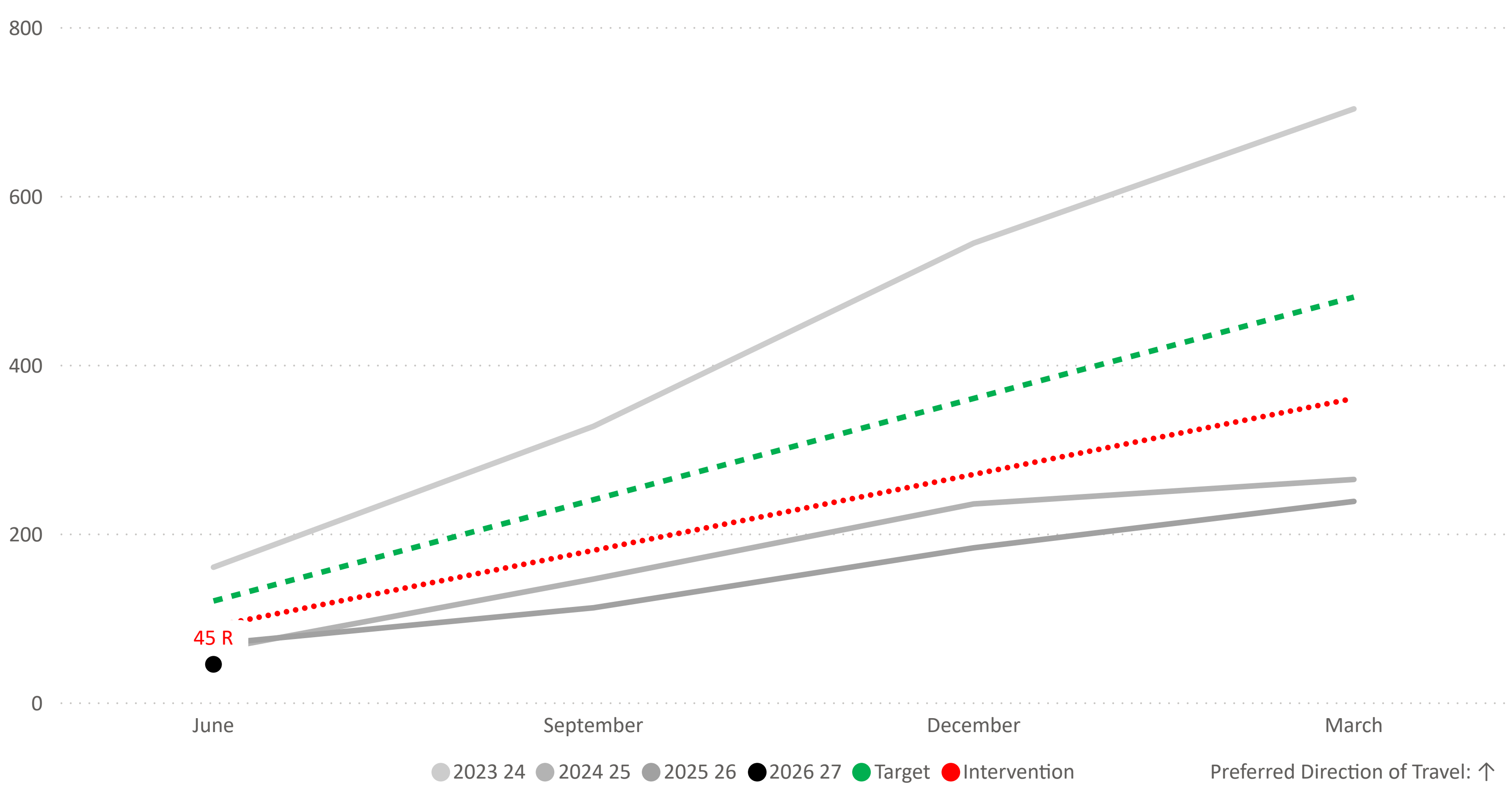
G

Outcome: Improving Housing

PI 11: The number of affordable houses delivered

The number of homes which have been built within Huntingdonshire which is defined as affordable by the National Planning Policy Framework (Housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers)





Latest Commentary from Service:

The target for affordable housing delivery is based on the latest Housing Needs Study, which suggests a need for 480 homes per year. This delivers a target for June of 120 new affordable homes; as with many Local Authorities, this overall target is rarely fully met, and for this reason the performance is currently Red. We have delivered a total of 45 affordable homes in Q1 and further delivery is planned throughout the year. At the end of quarter 1, it is expected that roughly 290 affordable homes will be delivered in the year.

PATH TO GREEN - it is unlikely that this metric will achieve green, but officers will continue to work with housing providers to ensure their path to delivering affordable homes is as straightforward as possible.

Latest year-end forecast:

290

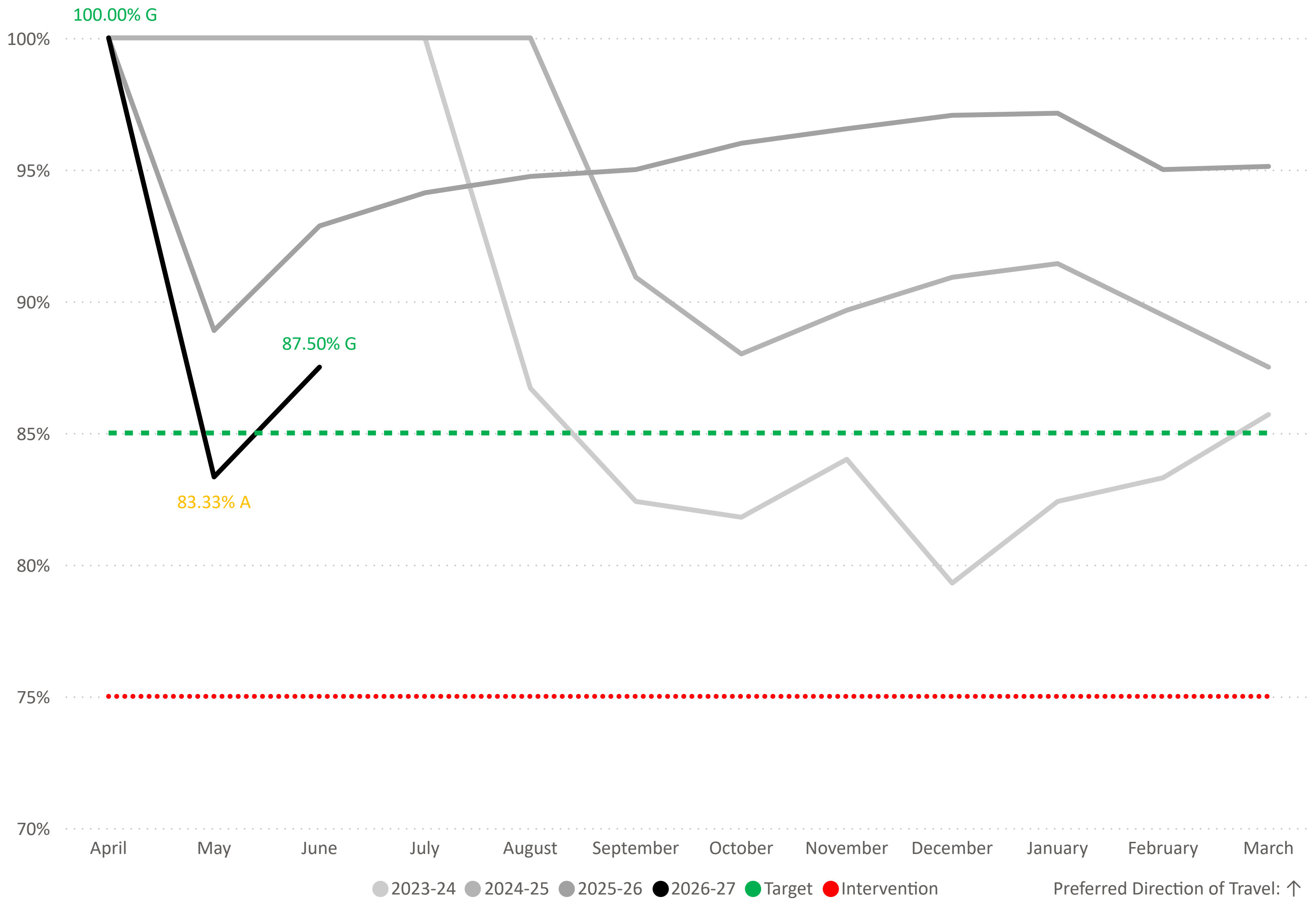
Latest projected outturn:

R

Outcome: Improving Housing

PI 12: The percentage of planning applications processed on target – Major (within 13 weeks or agreed extended period)

The percentage of planning applications that are deemed Major which are completed within the nationwide standard of 13 weeks, or completed within the agreed extended time period. A Major planning application is determined by the Development Management Procedure (England) Order 2015.



Latest Commentary from Service:

7 out of 8 Major planning applications were processed and determined on time in quarter 1, with 1 application being delayed by over 13 weeks in May. This metric is extremely sensitive due to the small amount of major applications received through Huntingdonshire.

Latest year-end forecast:

87.00%

Latest projected outturn:

G

Outcome: Improving Housing

PI 13: The percentage of planning applications processed on time – Minor & Others (within 8 weeks or agreed extended period)

The percentage of planning applications that are deemed Minor or Other which are completed within the nationwide standard of 8 weeks, or completed within the agreed extended time period. A Minor or Other planning application is determined by the Development Management Procedure (England) Order 2015.

Latest Commentary from Service:

255 of 274 Minor & Other planning applications were processed and determined on time in quarter 1, with the majority of the 19 applications not achieving the 8-week target being in May.

Latest year-end forecast:

87.00%

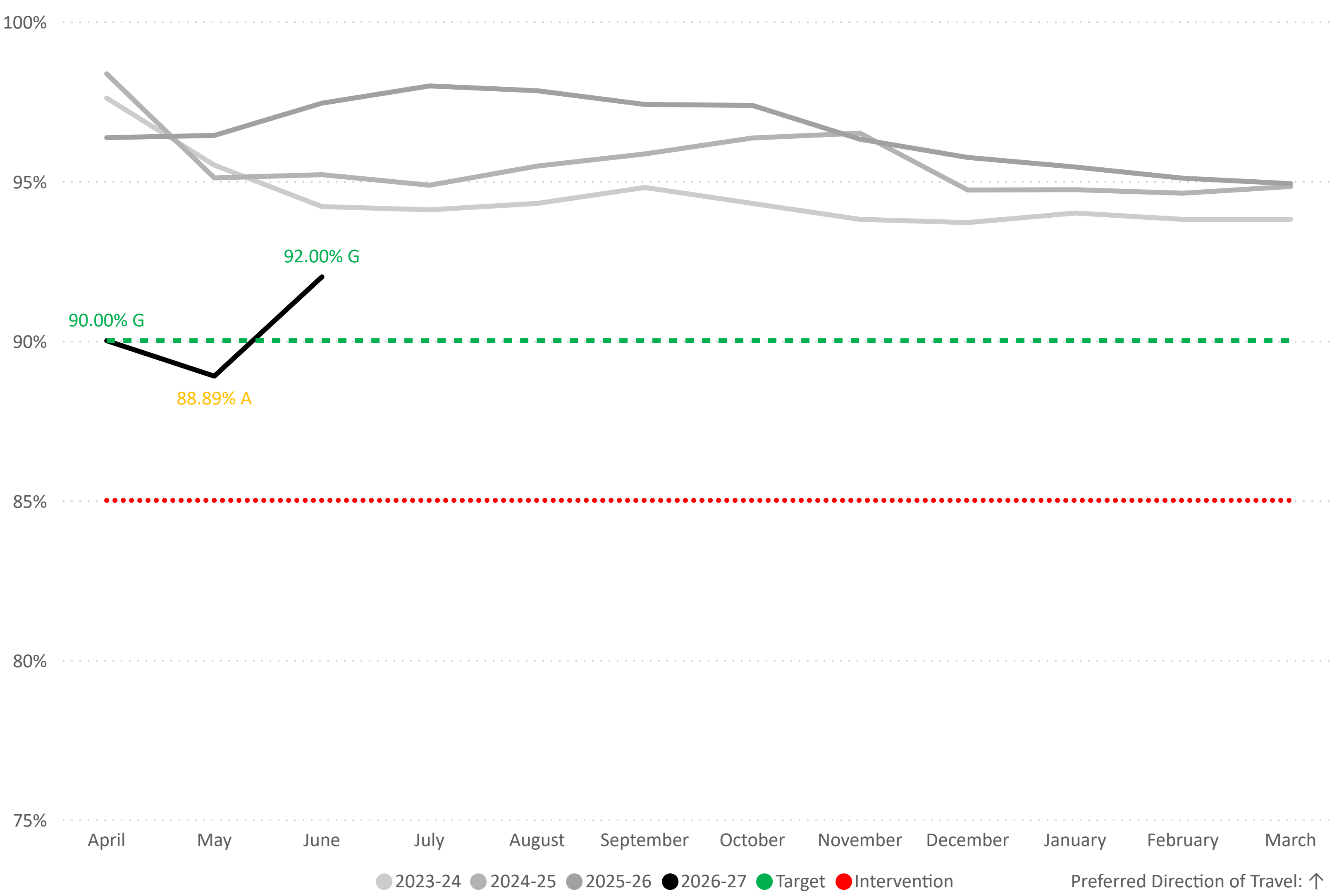
Latest projected outturn:

G

Outcome: Improving Housing

PI 14: The percentage of planning applications processed on target – Household Extension (within 8 weeks or agreed extension period)

The percentage of planning applications that are Household Extensions which are completed within the nationwide standard of 8 weeks, or completed within the agreed extended time period.



Latest Commentary from Service:

115 of 125 Household extension planning applications were processed and determined on time in quarter 1, with the majority of the 19 applications not achieving the 8-week target being in May.

Latest year-end forecast:

93.00%

Latest projected outturn:

G

Outcome: Improving Housing

PI 15: The number of planning applications over 16 weeks old with no current extension in place

The number of planning applications that are currently being processed by the Planning Service which are over 16 weeks old and have no agreed extension in place.

Latest Commentary from Service:

A minor increase in backlog cases was seen in June, but the metric continues to perform extremely positively compared to previous years. Backlog applications remain a key focus for officers and the management team. Performance for this metric is expected to experience small fluctuations but improve over time; it is anticipated that performance will improve over the next month. The yearly average (to date) equates to 10.3 which moves the indicator to Green.

PATH TO GREEN - officers and the management team will continue to focus on ensuring the backlog is a priority, driving performance towards and past its target.

Latest year-end forecast:

8

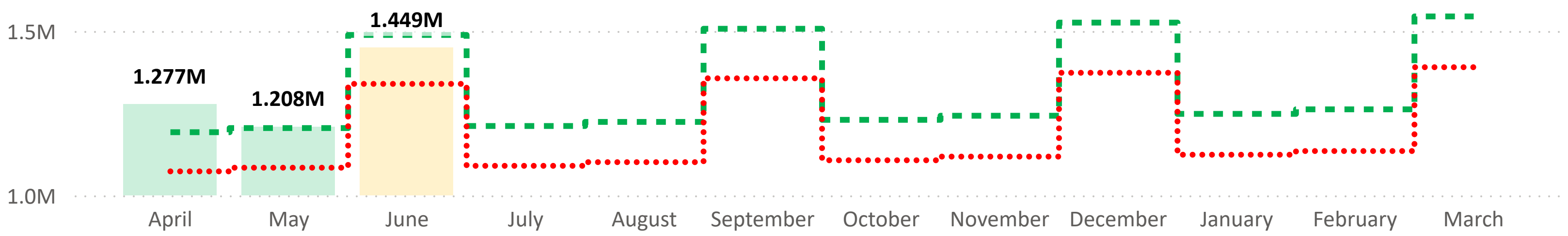
Latest projected outturn:

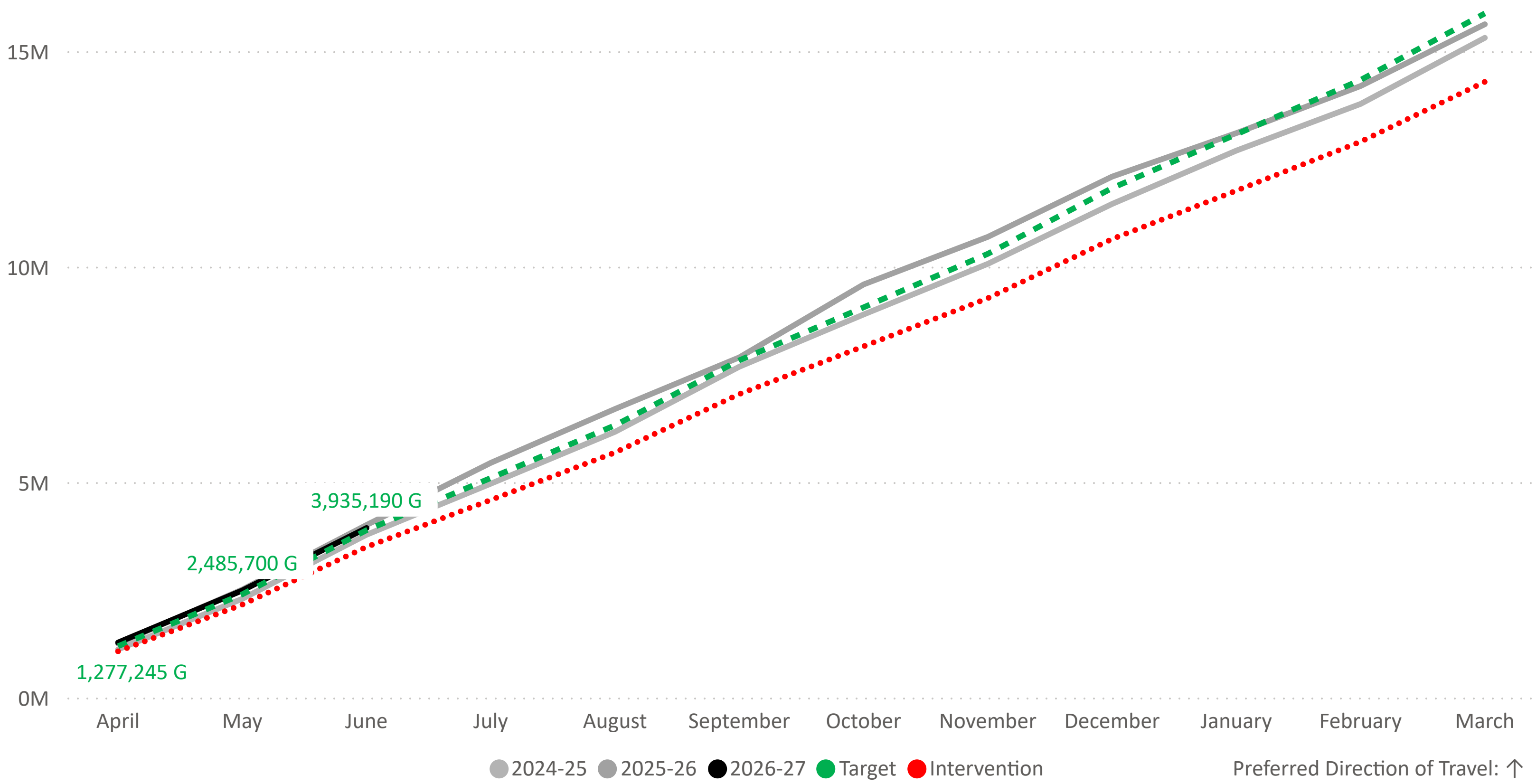
G

Outcome: Forward thinking economic development

PI 16: The cumulative footfall in our market towns

The footfall that was measured by Huntingdonshire District Council footfall counters in Huntingdonshire's four market towns - Huntingdon, St Ives, St Neots & Ramsey.





Latest Commentary from Service:

Huntingdon Q1 - 1,580,816: Markets on Saturdays and Wednesdays frequently saw high footfall in quarter 1 in Huntingdon. Popular days included the successful Sunset Beats & Bites event hosted by Huntingdon First BID and Huntingdon Town Council and the ABBA Tribute festival at Huntingdon race course.

St Ives Q1 - 1,156,686: The two most popular days for St Ives in quarter 1 were Saturday and Monday. The popularity of the market continues to drive footfall on Saturdays. The three bank holiday Mondays in quarter 1, along with the Charter Market in June drove Monday footfall.

St Neots Q1 - 1,163,742: St Neots had particularly high footfall days during days with events such as Friday Food Feast, the Big Listen and St Neots Food and Craft Fayre

Ramsey Q1 - 33,855: Ramsey's footfall continued to be consistent on market days, with a higher footfall on the Ramsey Neighbourhoods Trust "Great Whyte Dine Out" event.

Latest year-end forecast:

15,876,336

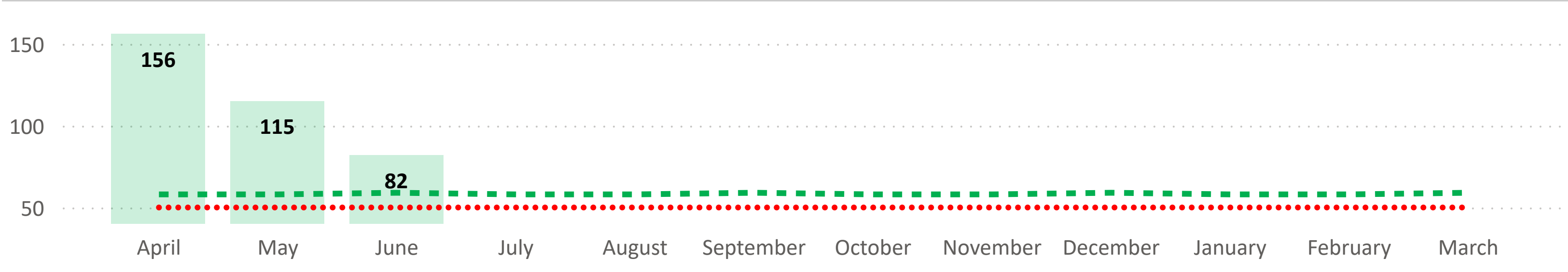
Latest projected outturn:

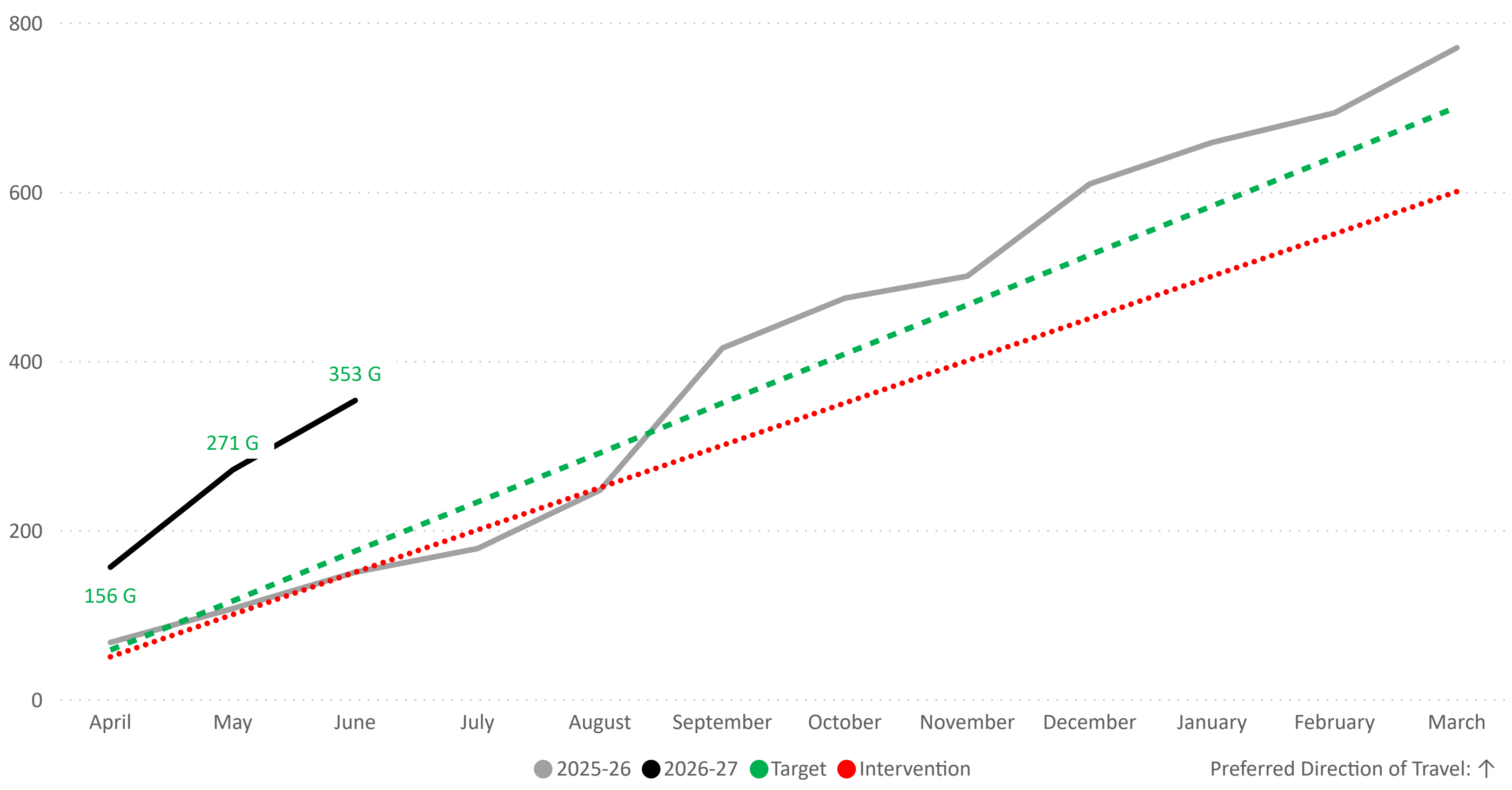
G

Outcome: Forward thinking economic development

PI 17: The total number of business engagements by the Economic Development Team

The number of businesses that the Economic Development team actively engage with support in a given month.





Latest Commentary from Service:

Throughout quarter 1, the Economic Development team continued to support businesses throughout Huntingdonshire across a range of areas, including: digital adoption, funding, business rates, recruitment, relocation, business support meetings, site visits, growth opportunities, skills development, specialist advice and marketing.

Engagement continued with organisations from the education, industry and public sector networks to support business development and skills activity through events, partnership working and knowledge sharing. A new business support initiative was launched at Alconbury Weald, providing advice sessions, networking opportunities and direct support to local businesses across several locations. Additional activity included supporting businesses with growth enquiries, inward investment interest, planning-related queries and construction-focused workshops, alongside continued development of the Business Growth Incentive Fund.

Defence engagement remained a key focus through meetings with businesses and stakeholders, attendance at sector events, and the development of a local SME engagement plan. The team also promoted the Huntingdonshire Business Awards, made referrals and introductions to partner organisations, supported businesses to access wider opportunities, and attended a range of business, skills and economic development events to strengthen relationships and identify new opportunities across the district.

Latest year-end forecast:

700

Latest projected outturn:

G

Outcome: Lowering carbon emissions

PI 18: The efficiency of vehicle fleet driving – Energy Efficient Driving Index Score for the waste service

The cumulative efficiency score of HGV drivers as determined by the Energy Efficient Driving Index. A higher score indicated more efficient driving practices such as smoother braking and less harsh acceleration.

Latest Commentary from Service:

Due to some errors with the systems and software that record this data, a new system is scheduled to be installed across the fleet during July. It should be noted that the implementation of the new system will require a period of adjustment to ensure all parameters are correctly configured. As a result, it is expected that some fine-tuning will be required over the coming months before the system is fully optimised. However, any significant issues for individual users are being identified, investigated, and resolved as they arise.

PATH TO GREEN - the identification of issues and their resolution will drive the performance of this metric towards target. Additionally, the implication of bug-free software and systems will allow for more accurate data and hence more ability to identify and rectify issues.

Latest year-end forecast:

81.00%

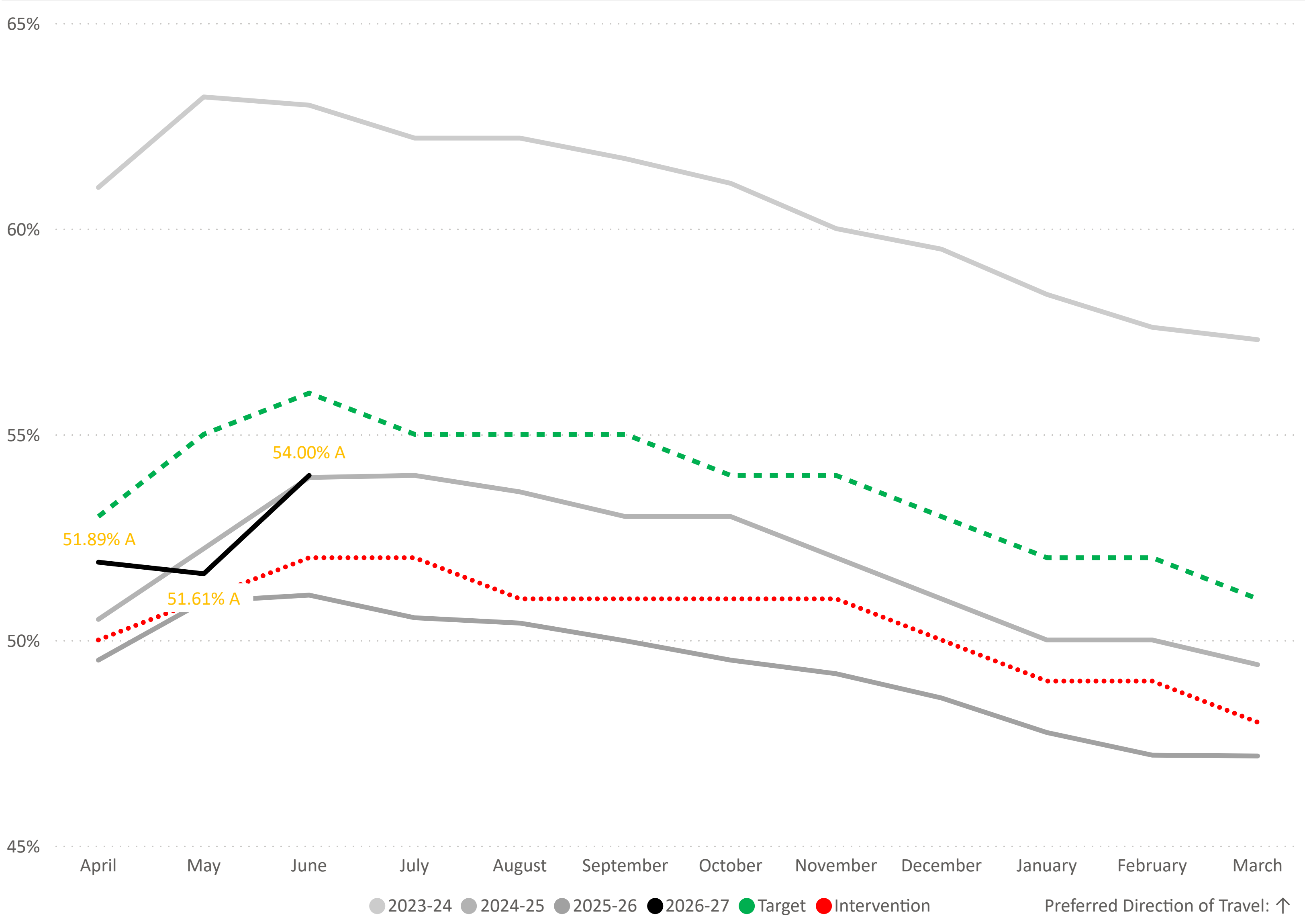
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 19: The percentage of household waste reused / recycled / composted (excluding food waste collections) (cumulative year to date)

The percentage of residential household waste that is reused, recycled or composted after being collected by HDC refuse crews. This is calculated as the total amount of recycling and garden waste divided by the total waste collected (excluding food waste collections).



Latest Commentary from Service:

In total for quarter 1, 15152.76 tonnes of residual waste, dry recycling and garden waste were collected from domestic properties across the district, with 54% either recycled or composted.

Positive performance in June drove performance for this metric upwards, with 56% of waste recycled or composted (2973.96 tonnes out of 5280.70 tonnes).

In quarter 1, 6962.70t of residual waste, 4022.26t of dry recycling, 4167.80t of Garden waste, and 1298.40t of food waste were collected, and with 9488.4 tonnes either recycled or composted, the recycling rate for Q1 is 58%

PATH TO GREEN - The Waste Minimisation Team continues to work with residents to encourage full use of the weekly food waste collection service. This helps to reduce the amount of food waste disposed of through the residual waste stream, contributing to improved recycling performance . The team also continues to promote the benefits of reducing food waste, supporting residents to minimise waste at source.

Latest year-end forecast:

51.00%

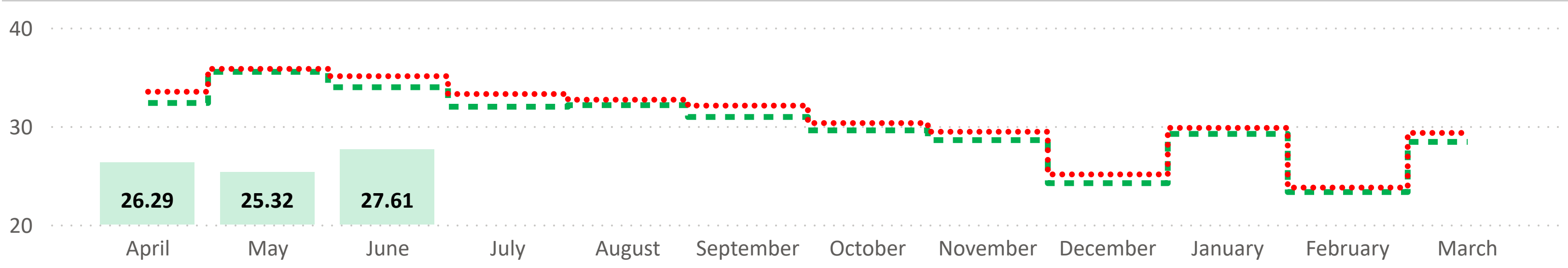
Latest projected outturn:

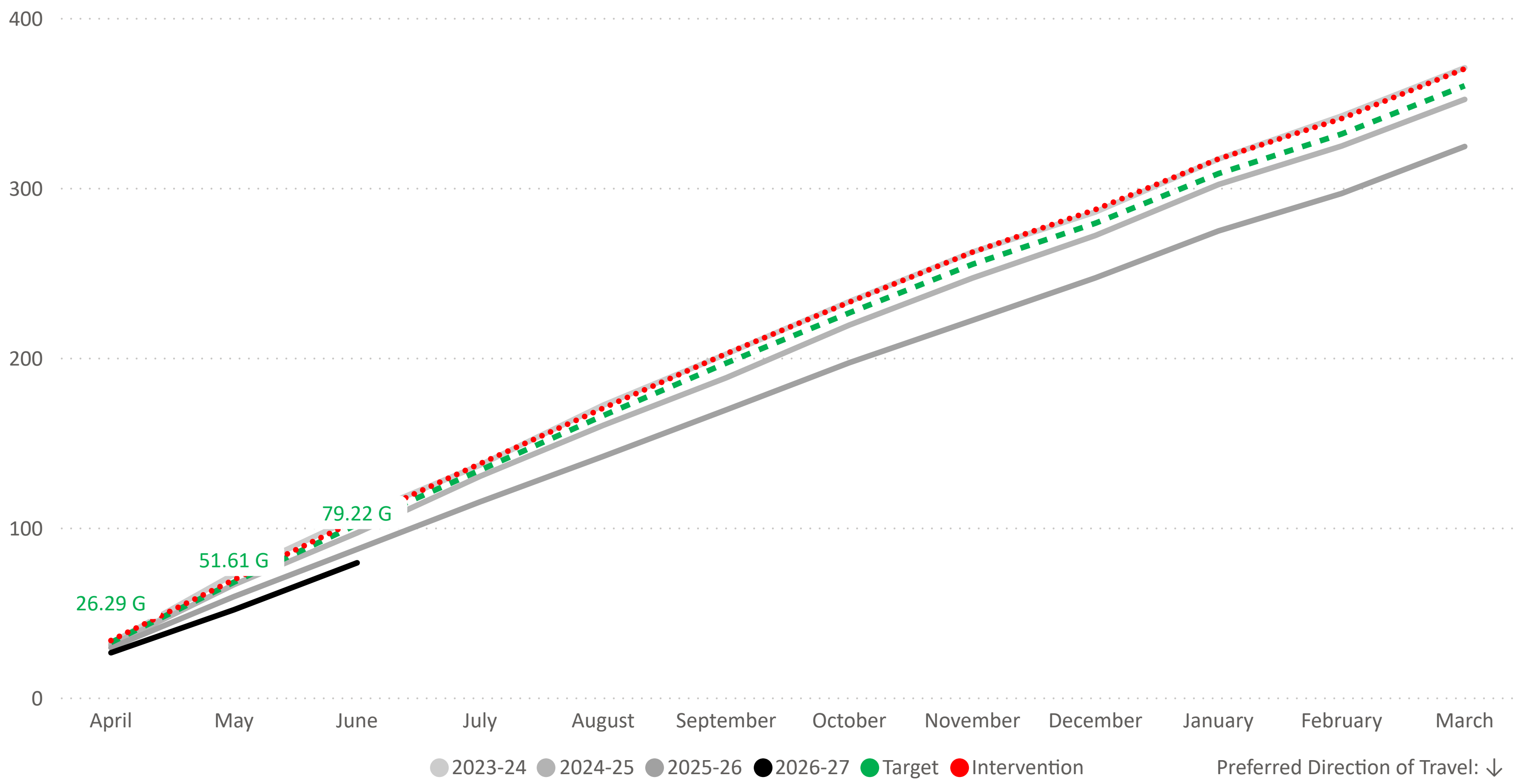
G

Outcome: Delivering good quality, high value for money services

PI 20: The collected household waste per person (kilograms, excluding food waste collections) (cumulative year to date)

The total amount of waste collected from residential households, divided by the total population of Huntingdonshire. The total waste collected is the sum of residual waste, recycling waste, and garden waste)





Latest Commentary from Service:

Household waste generation per person for June 2026 was 27.61 kg, based on the total residual waste, dry recycling and garden waste collected. This is 79.22 kg per person for the entirety of quarter 1.

In addition, 2.24 kg of food waste per person was collected during the month. Including food waste collections, the total household waste generated per person in June was 29.85 kg.

This remains below the UK monthly average of 34 kg per person.

With the inclusion of food waste, a total of 86.01kg per person has been collected in Quarter 1, with the monthly average sitting at 28.67kg/person.

Latest year-end forecast:

360.00

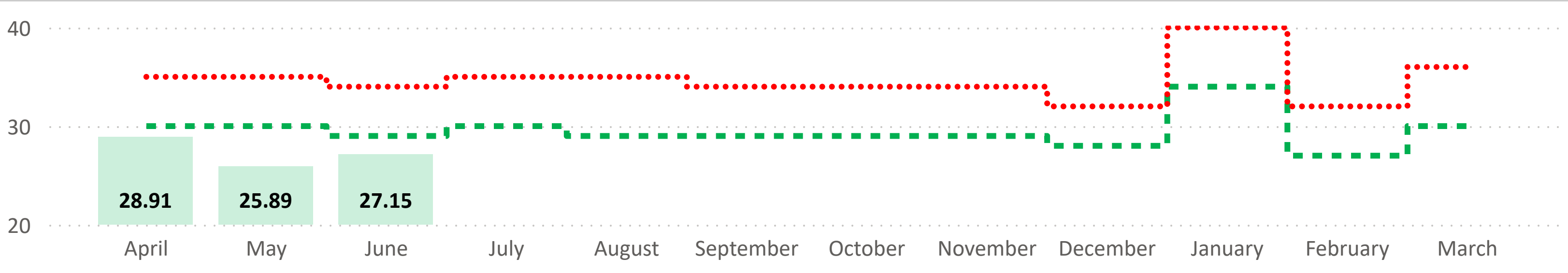
Latest projected outturn:

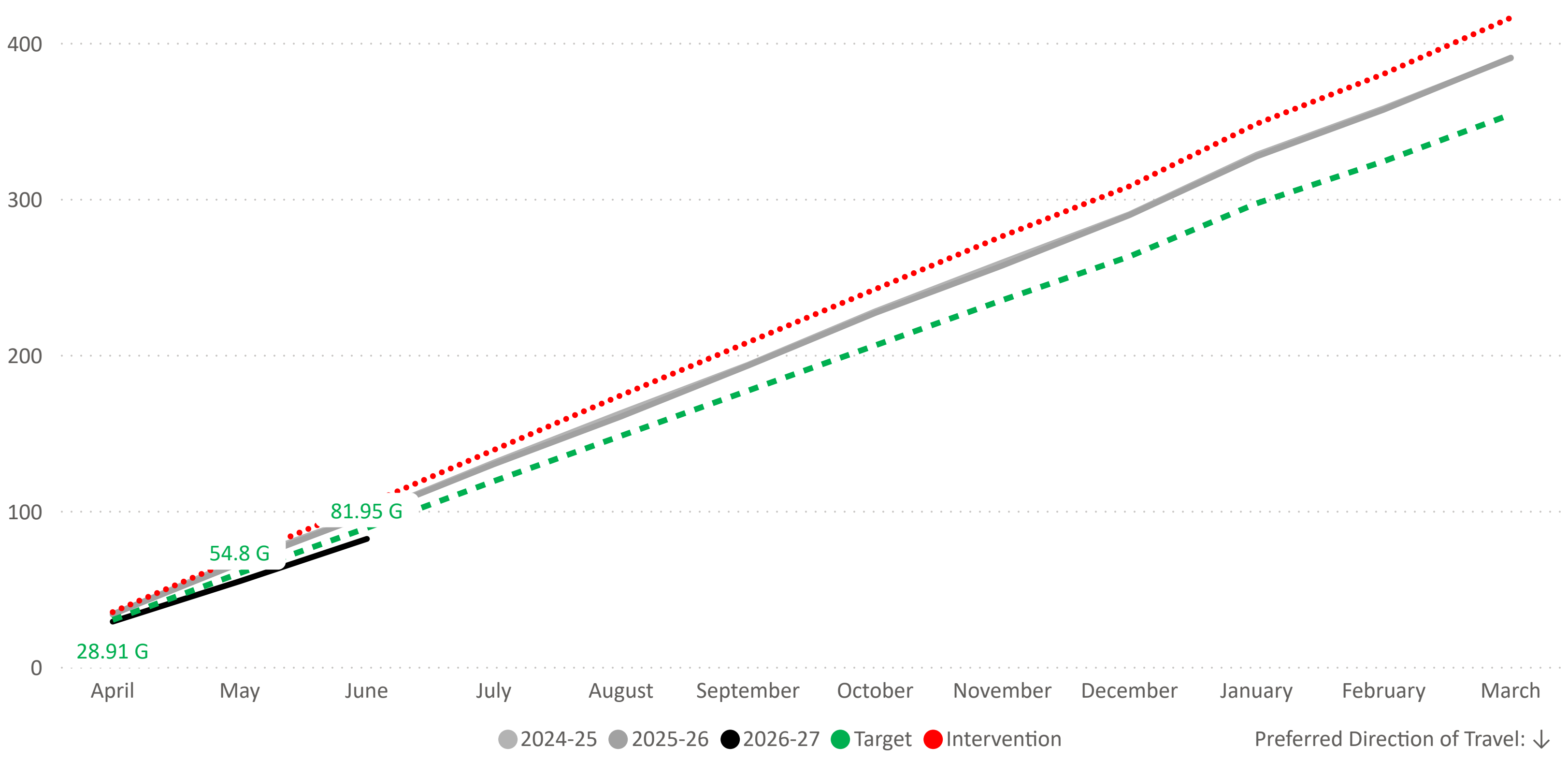
G

Outcome: Delivering good quality, high value for money services

PI 21: The residual waste collected per household (kilograms) (cumulative year to date)

The total weight of residual household waste collected from domestic kerbside collection divided by the number of households in Huntingdonshire. Residual waste is non-recycled and non-composted waste.





Latest Commentary from Service:

Residual waste collected per household in June was 27.15 kg, which is 1 kg more than last month, but is 3.71kg lower than the same period last year.

A further 5.05 kg per household was diverted through the weekly food waste collection service in June.

Performance continues to compare favourably against the UK average of 74 kg of residual waste per household per month.

In quarter 1, a total of 81.95kg of residual waste was collected per household.

Latest year-end forecast:

354

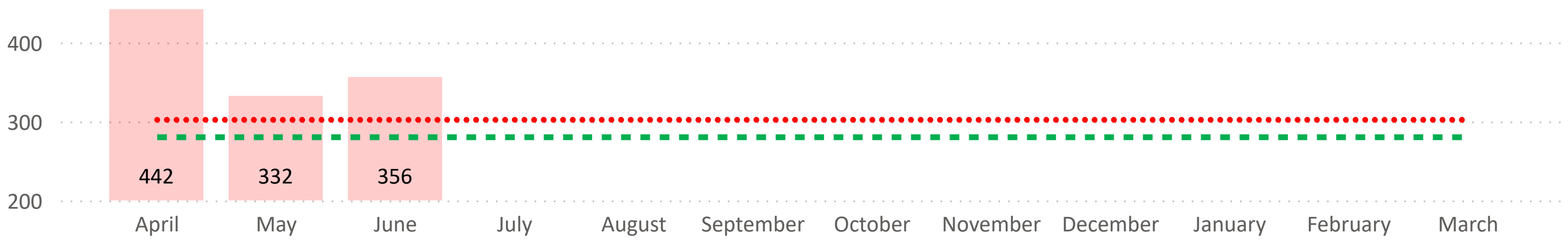
Latest projected outturn:

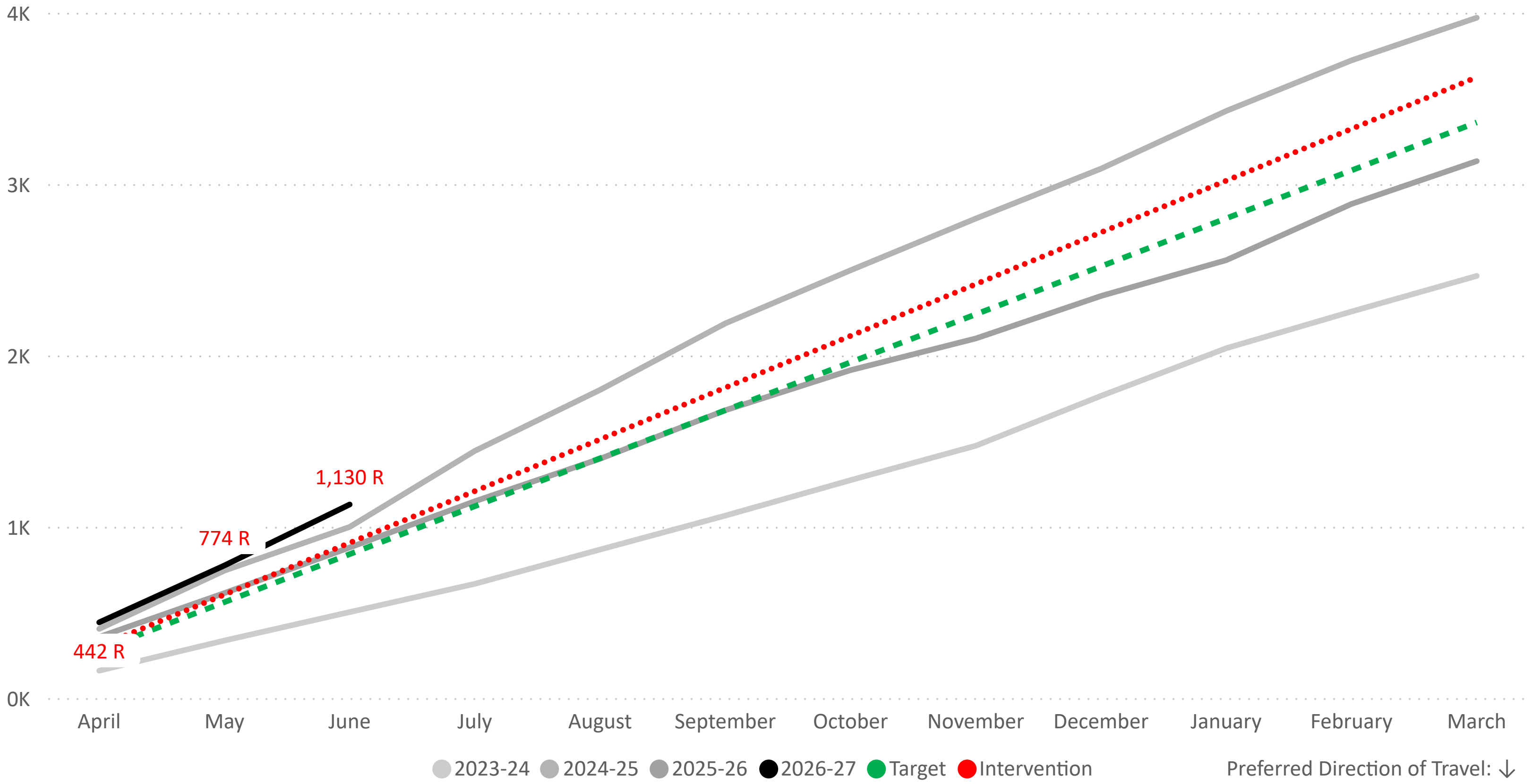
G

Outcome: Delivering good quality, high value for money services

PI 22: The number of missed bins (excluding Food Waste collections)

The number of resident bins that were reported as missed by residents, excluding food waste bins.





Latest Commentary from Service:

A total of 1,130 residual waste, dry recycling and garden waste collections were missed in quarter 1, with a missed collection rate of ~0.065%. This performance remains better than the APSE benchmark average of 0.076%, reflecting continued operational reliability and service quality.

We have experienced long-term sickness on all waste streams, so reliance is on agency staff, without knowledge of the rounds/areas. Whilst we do our best to mitigate this as much as possible, this has had an impact on the missed bins.

In quarter 1, a further 1,398 food waste collections were reported as missed; however, it must be noted that 1,038,081 collections were scheduled, as these collections are weekly. The missed rate equates to 0.13% of all collections made for the food waste service. Support for the teams continues to ensure the number of missed bins is reducing over the coming months.

PATH TO GREEN - Managers continue to work closely with the collection teams to monitor and reduce missed collections, and implement improvements where necessary. As agency staff continue to gain experience and become more familiar with collection routes and procedures, and as permanent staff return from periods of sickness absence, performance is expected to improve further, resulting in a continued reduction in missed collections.

Latest year-end forecast:

3,360

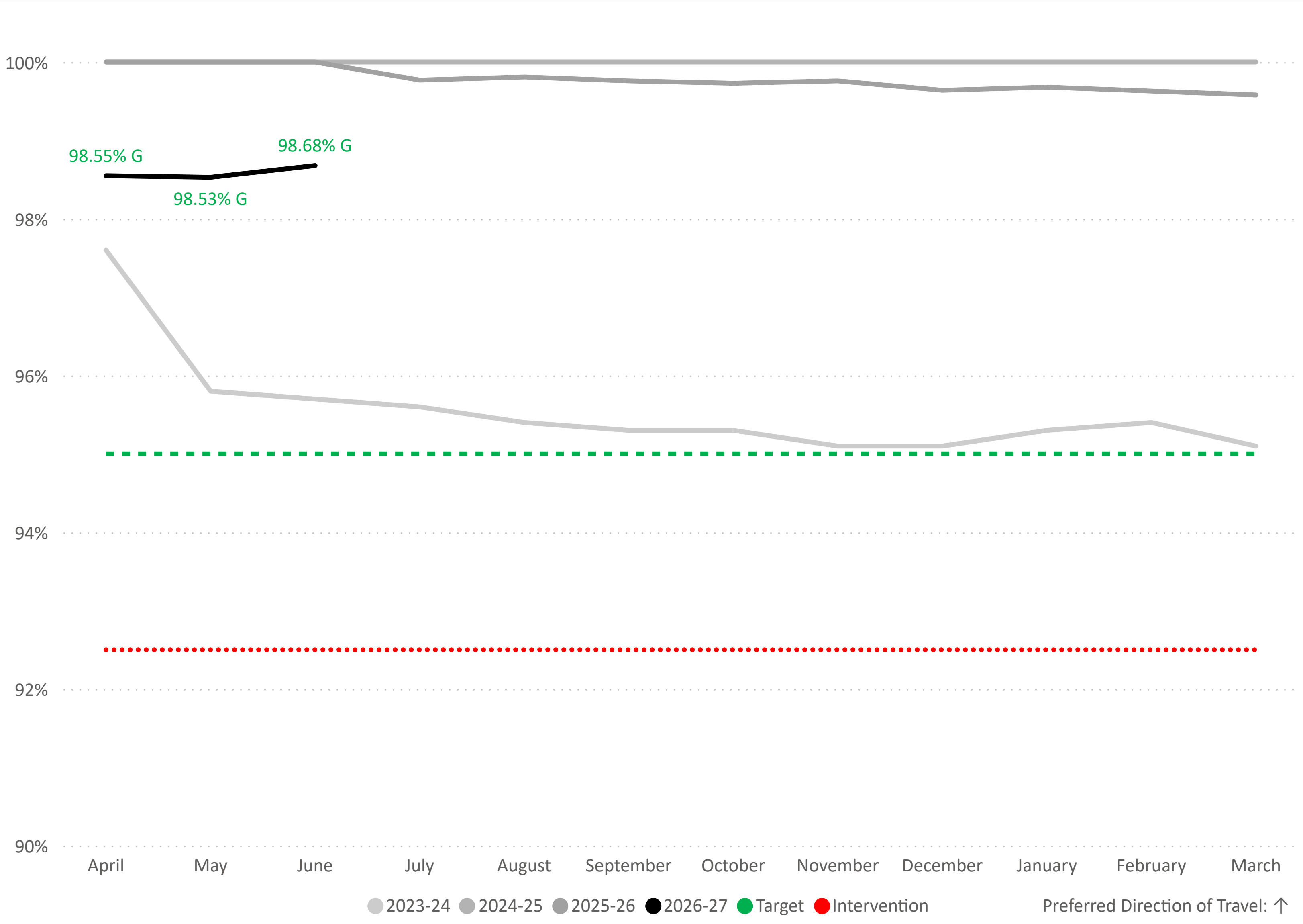
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 23: The percentage of sampled areas clean or predominantly clean of litter, detritus, graffiti, flyposting or weed accumulations

The percentage of sampled areas that are graded A or B by official APSE measurements, when considering for litter, detritus, graffiti, flyposting, and weed accumulations.



Latest Commentary from Service:

607 inspections were completed in quarter 1, with 8 failures. All of these failures were graded as Grade C under the street cleansing inspection grading system, which measures cleanliness on a scale from Grade A (very good) to Grade D (poor). A Grade C indicates that the area required attention to restore the expected standard but was not assessed as being in the lowest condition. Following the inspections, all identified issues were addressed and have since been rectified.

Latest year-end forecast:

95.00%

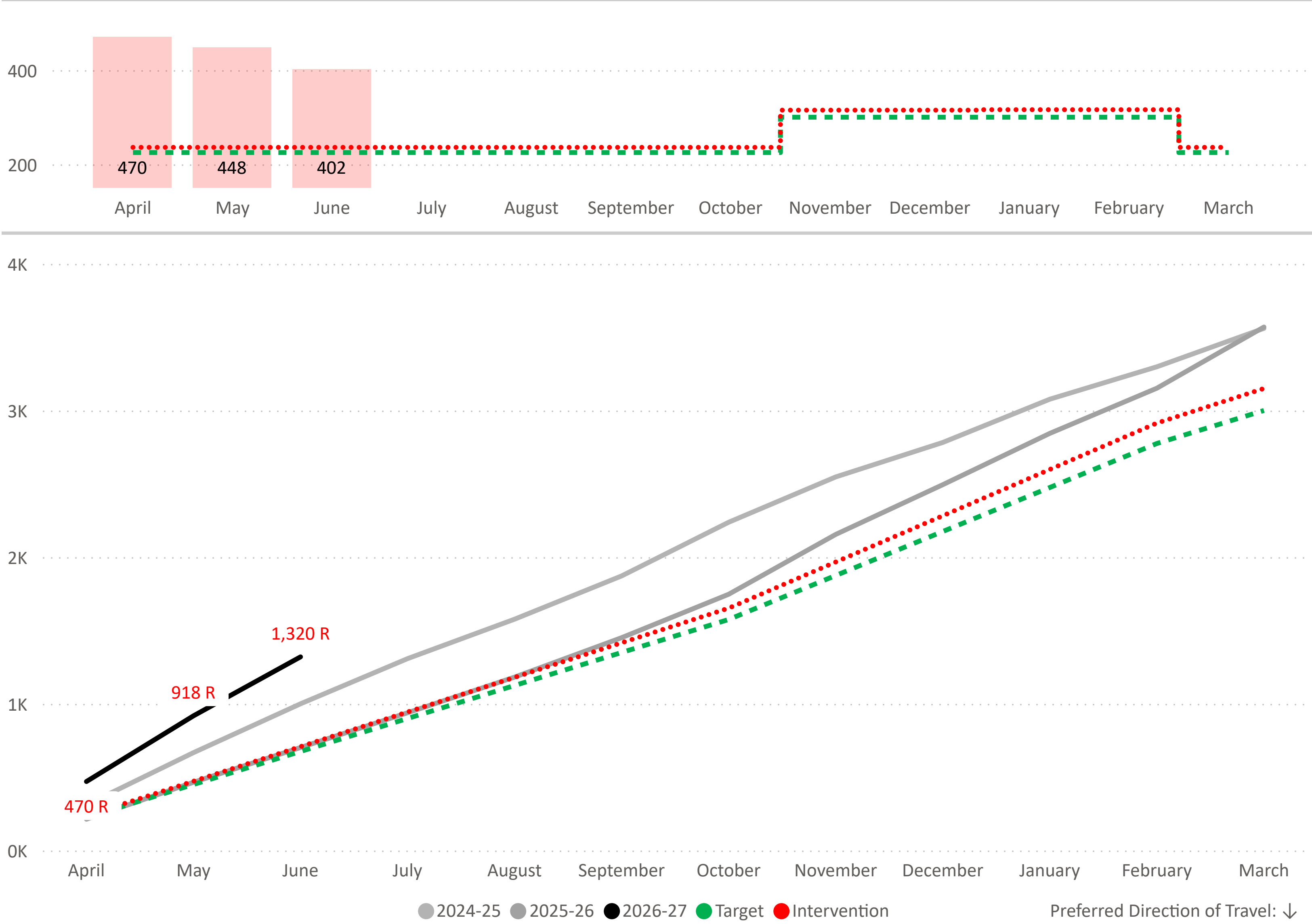
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 24: The number of flytips reported

The number of unique flytipping incident reported to HDC, with a flytip being the illegal dumping of liquid or solid waste on land or in water.



Latest Commentary from Service:

A total of 1320 flytips have been reported and cleared up in quarter 1.

The service continues to observe high numbers of small flytips, car bootloads or less, and mainly in residential areas.

PATH TO GREEN - Processes have been revised to strengthen our approach to identifying and tackling fly-tipping. We have reviewed previous data to identify trends and recurring patterns, enabling the creation of a list of fly-tipping hotspot locations. This list will be reviewed and updated monthly and shared with the Enforcement Team to support targeted prevention and intervention work.

In addition, fly-tipping and evidence-gathering procedures have been rolled out with the teams. This has reinforced the importance of consistently identifying, recording and handling any evidence found, helping to ensure a more effective and coordinated response to fly-tipping incidents.

Latest year-end forecast:

3,000

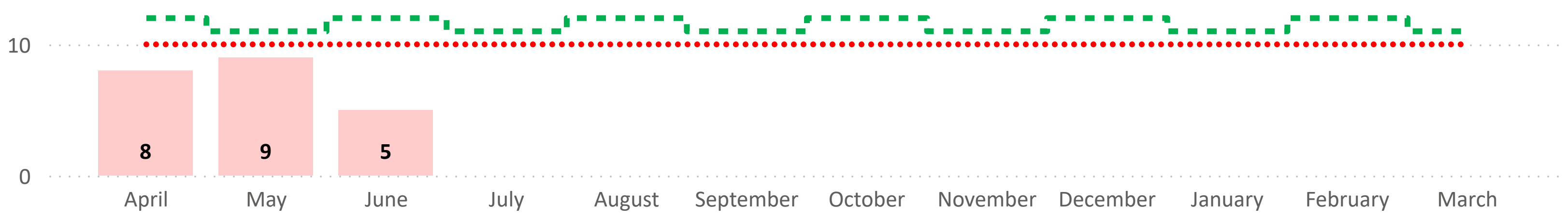
Latest projected outturn:

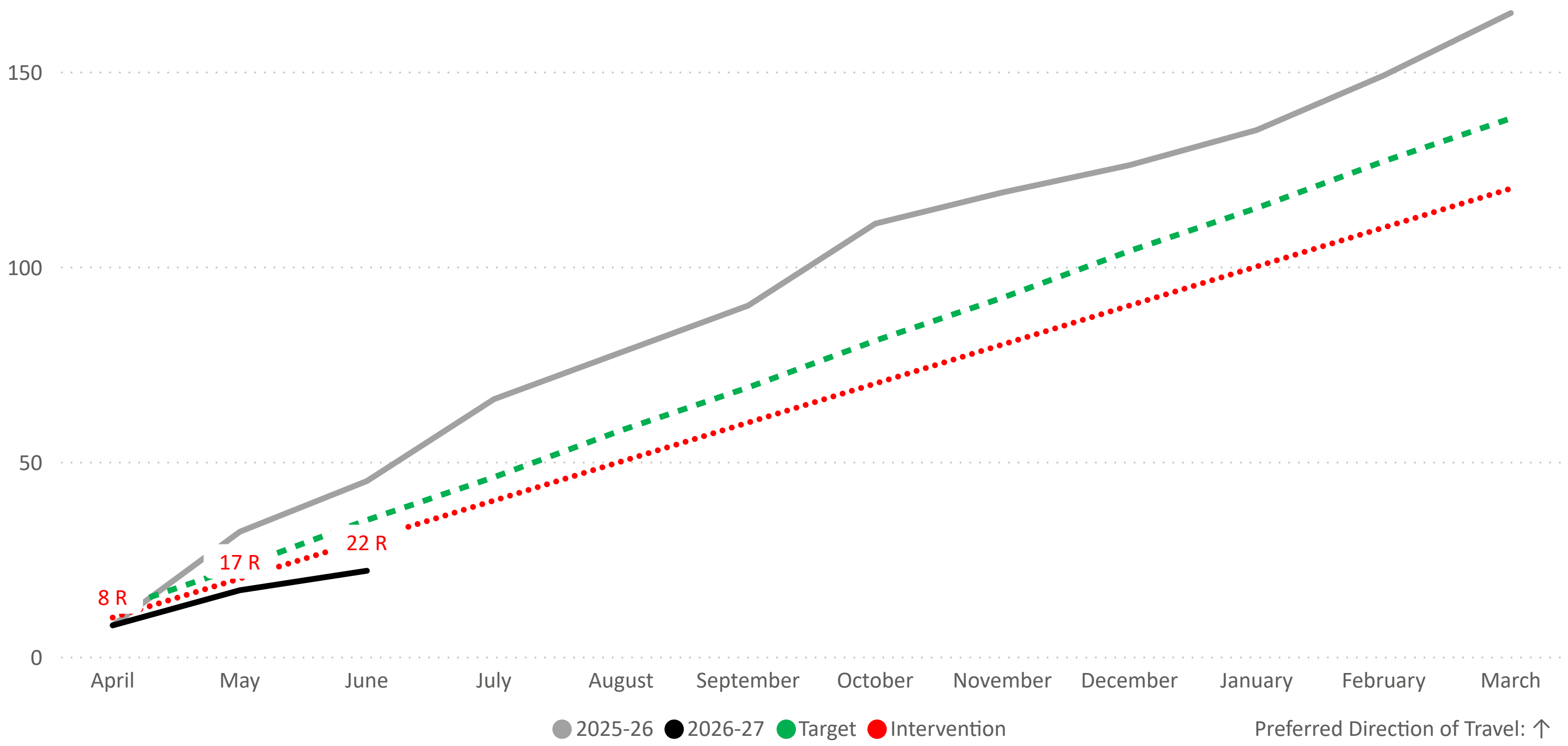
G

Outcome: Delivering good quality, high value for money services

PI 25: The number of sanctions against environmental crimes and anti-social behaviour

The total number of sanctions implemented by the Community Action Team. This includes all Intervention and Enforcement. The team aims to work with residents and the community to ensure that a Prevention before Intervention, Enforcement is used. The sanctions included within this KPI include CPW/CPN, Breaches of PSPO, FPNS's and Prosecutions.





Latest Commentary from Service:

Quarter 1 saw below-target sanctions against environmental crimes and ASB each month. The service continues to prioritise preventive actions compared to reactive actions.

PATH TO GREEN - The service will continue to complete fixed penalty notices and sanctions where there is sufficient means to, with no different action plan compared to 2025/26.

Latest year-end forecast:

120

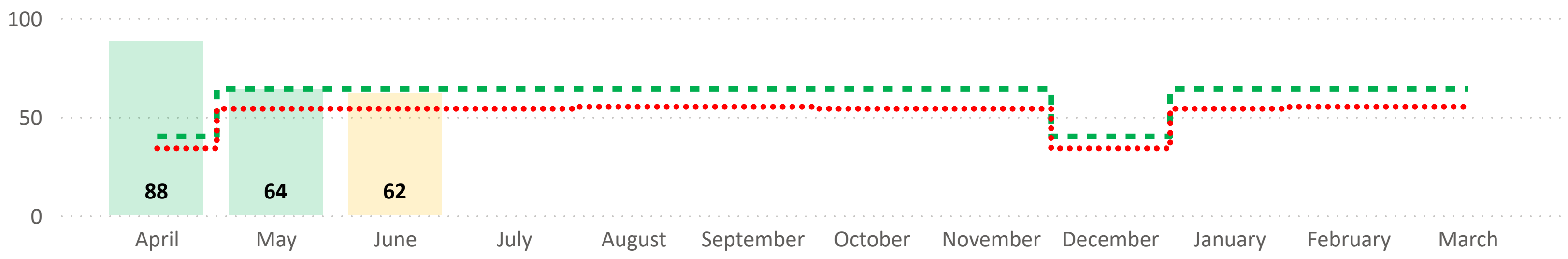
Latest projected outturn:

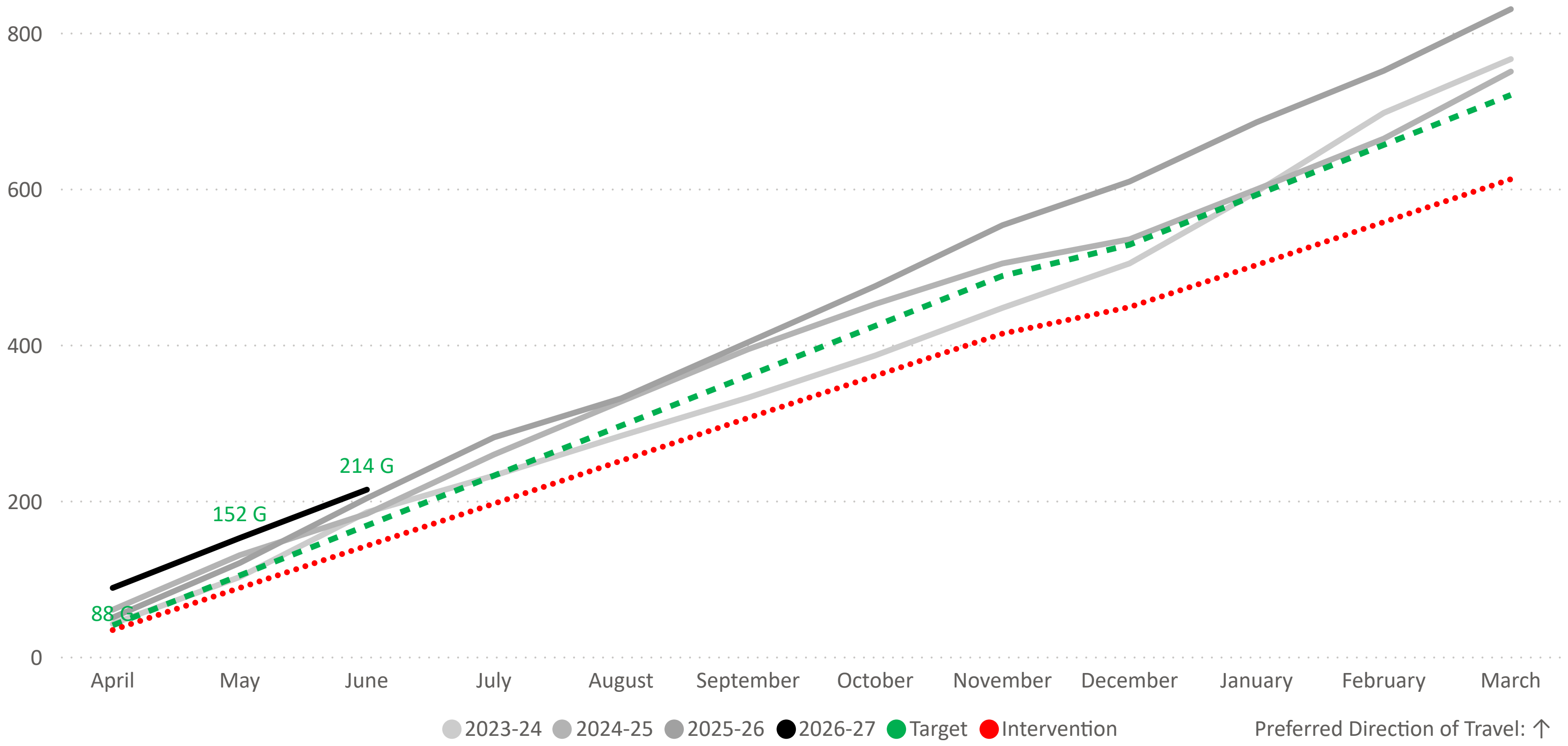
A

Outcome: Delivering good quality, high value for money services

PI 26: The number of programmed food hygiene inspections undertaken

The cumulative number of programmed food hygiene inspections that have taken place each month. This includes all full and partial programmed inspections due in year 2026/27 and any outstanding from previous years. Aborted inspections and closed premises inspections are also included in the figure but interventions using the alternative enforcement strategy are not included.





Latest Commentary from Service:

The number of food hygiene inspections is exceeding the target and the previous year's performance despite resource absence. The team continues to follow standards set out in the Food Law Code of Practice to ensure premises are inspected within 28 days of their inspection being due.

Latest year-end forecast:

856

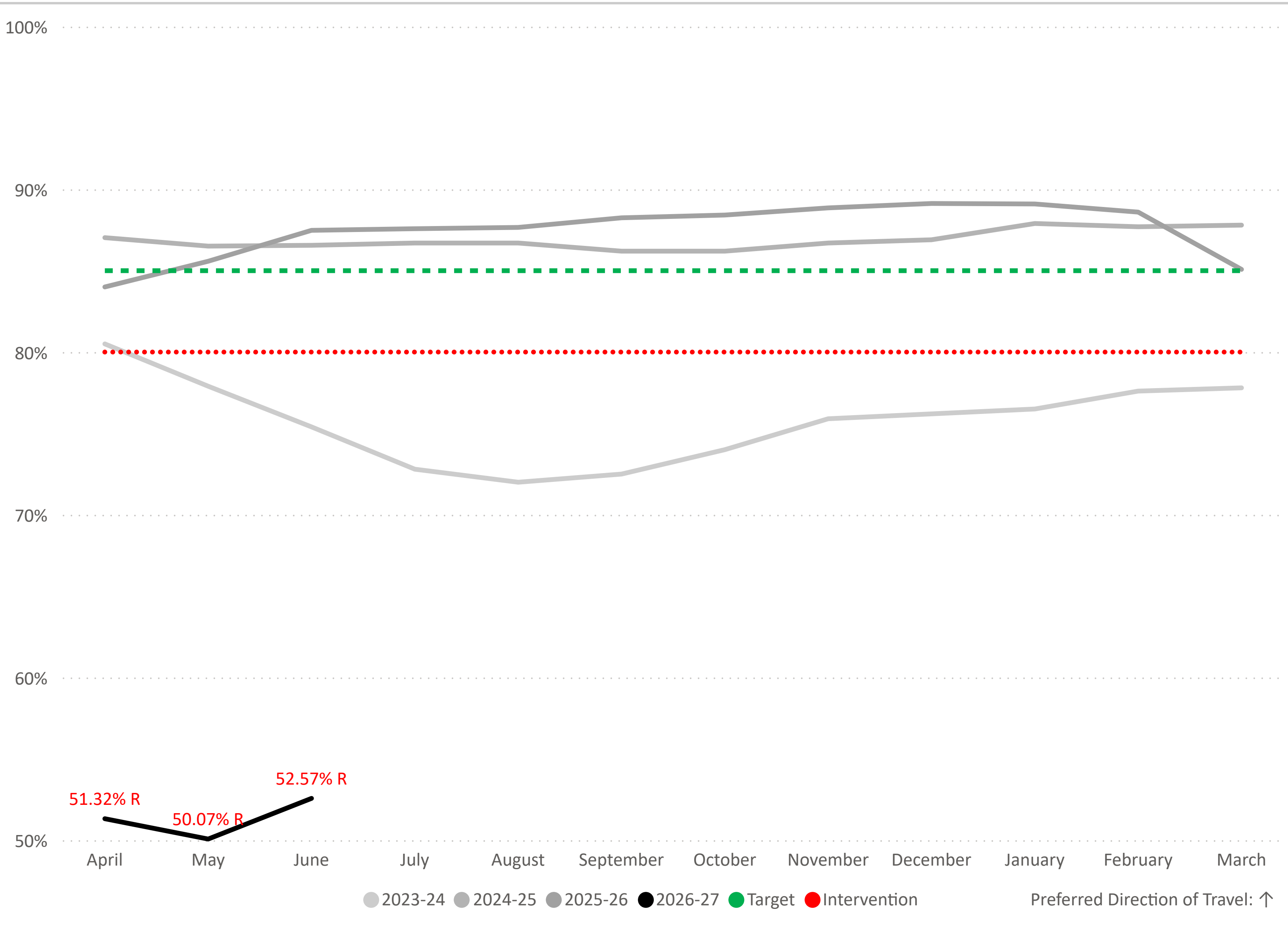
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 27: The percentage of calls to the Contact Centre answered

The answer rate of calls directed to Huntingdonshire District Council Contact Centre. This is calculated by the number of calls answered divided by the number of calls received. This is cumulative throughout the year.



Latest Commentary from Service:

Q1 performance was impacted by a short-term combination of increased customer demand, more complex enquiries and reduced available capacity. Call volumes were 25% higher than the same period last year with longer call durations, driven by several concurrent service pressures including implementation of the food waste service, garden bin renewals, annual billing, the new Citizen Portal, Council Tax text messaging and May elections.

These pressures were compounded by vacancies and sickness absence within Customer Services and service teams, together with the short-notice loss of the temporary support brought in to manage additional food waste contact.

Mitigating action was taken throughout the quarter. Lower-priority work was paused and email response times temporarily extended to ensure resources prioritised call handling. Live performance data was used to deploy staff where demand was greatest, and the team worked closely with back-office services to improve customer messaging, support demand planning and reduce avoidable contact where possible.

PATH TO GREEN - The position is expected to improve from August, with vacancies filled and staff undergoing training, and sickness absence has reduced significantly. While demand will continue to see peaks around monthly Council Tax reminder and summons activity, the service expects to return to the 85% answered-calls target from September and will continue to champion clear communication and digital self-service.

Latest year-end forecast:

75.00%

Latest projected outturn:

R

Outcome: Delivering good quality, high value for money services

PI 28: The average wait time for customers calling the Contact Centre (seconds)

The average queue wait time for customers calling the Customer Services contract Centre. Uses the built-in average 'Total Queue Wait Time' calculation from the Storm telephone system.

Latest Commentary from Service:

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Latest year-end forecast:

330

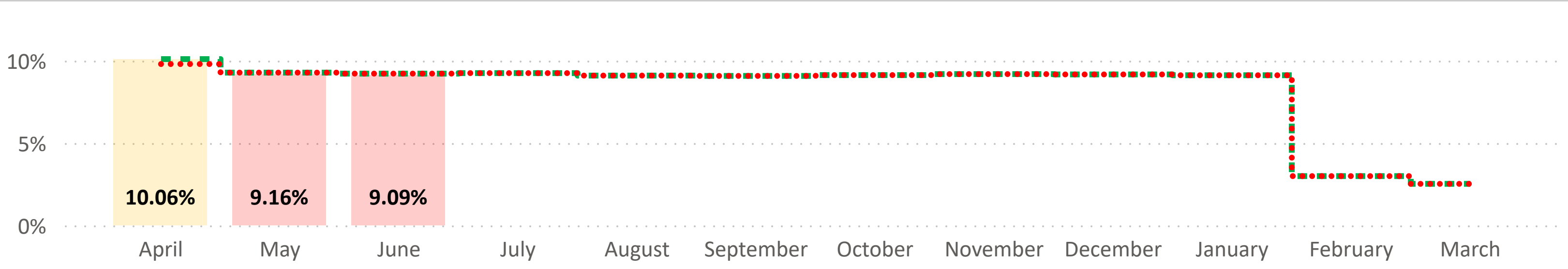
Latest projected outturn:

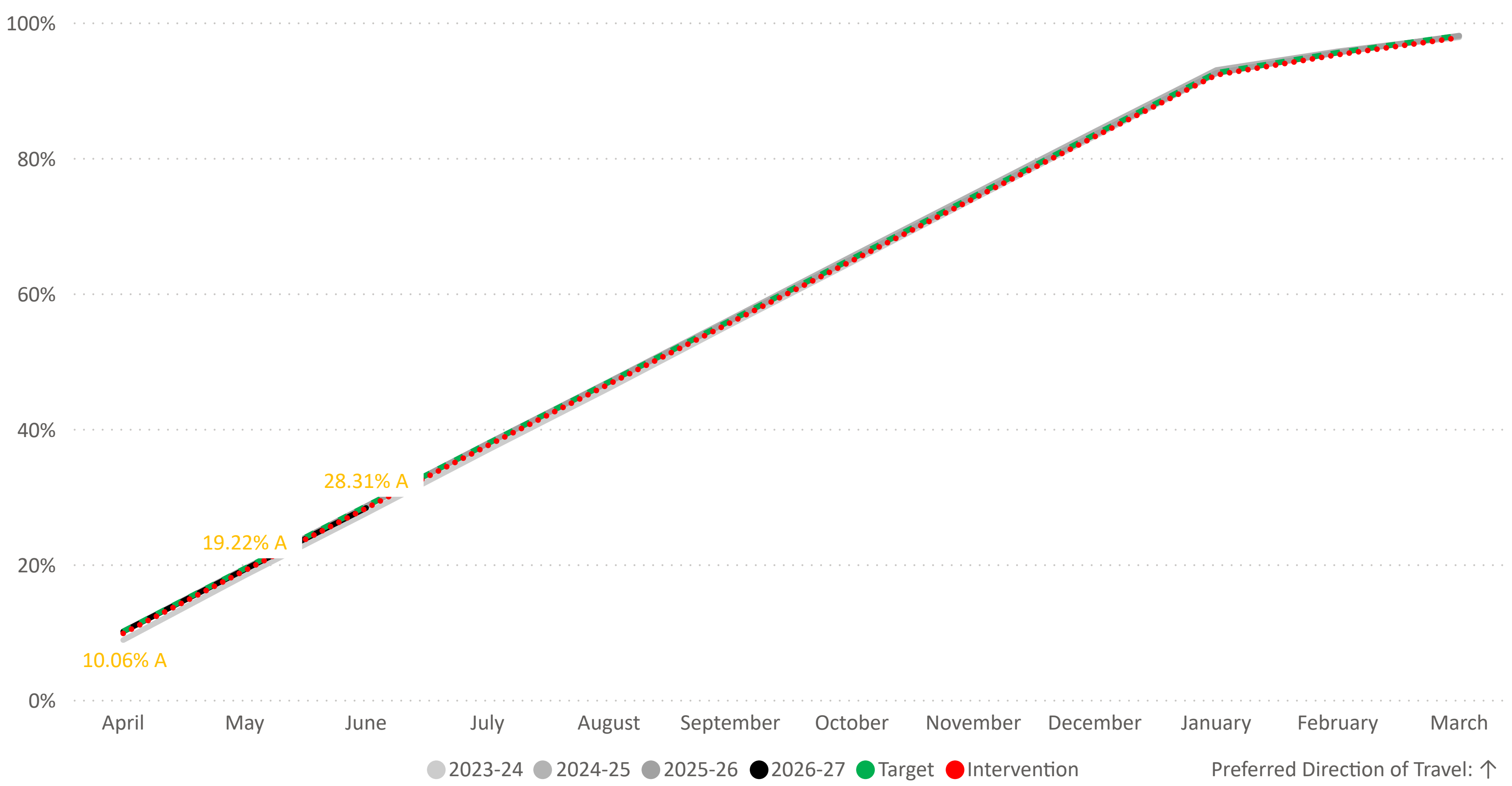
R

Outcome: Delivering good quality, high value for money services

PI 30: Council Tax collection rate

The percentage of Council Tax that has been collected compared to the total forecasted end-of-year Council Tax amount.





Latest Commentary from Service:

Council Tax collection rates do not always exactly follow the same trend as previous years and are influenced by a range of factors. Since the start of the financial year the net amount payable has increased by £450k, mainly as a result of 358 new properties being added to the Council Tax list as seen in PI10. Whilst the total annual Council Tax is added to the net collectable debit for the purposes of calculating the % collected, instalments may not yet be due for payment as at least 14 days notice of the first instalment must be provided. Residents have continued to opt to pay their Council Tax by 12months rather than 10, and the value of instalments due for payment in February and March 2027 has increased by £805k since the start of the financial year. The volume of reminders issued due to non-payment in Q1 reduced by 12% (858) when compared to the same period in the previous year, confirming that the slight reduction in collection is not due to non-payment, but reprofiling of instalments. This position will continue to be monitored throughout the year.

Latest year-end forecast:

98.05%

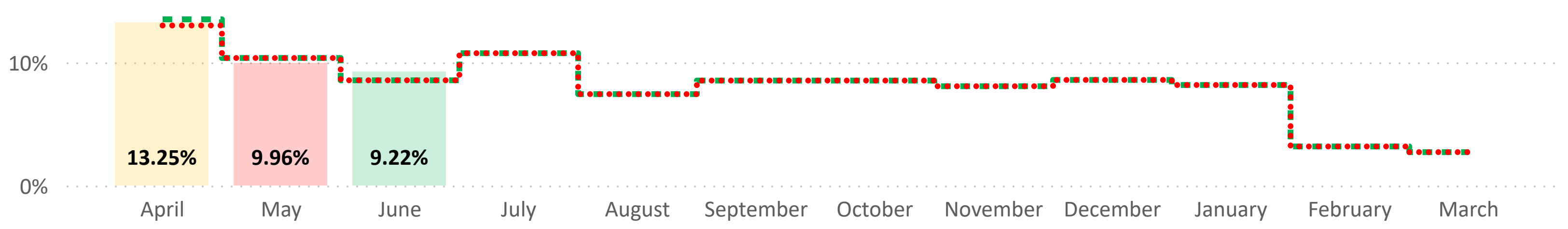
Latest projected outturn:

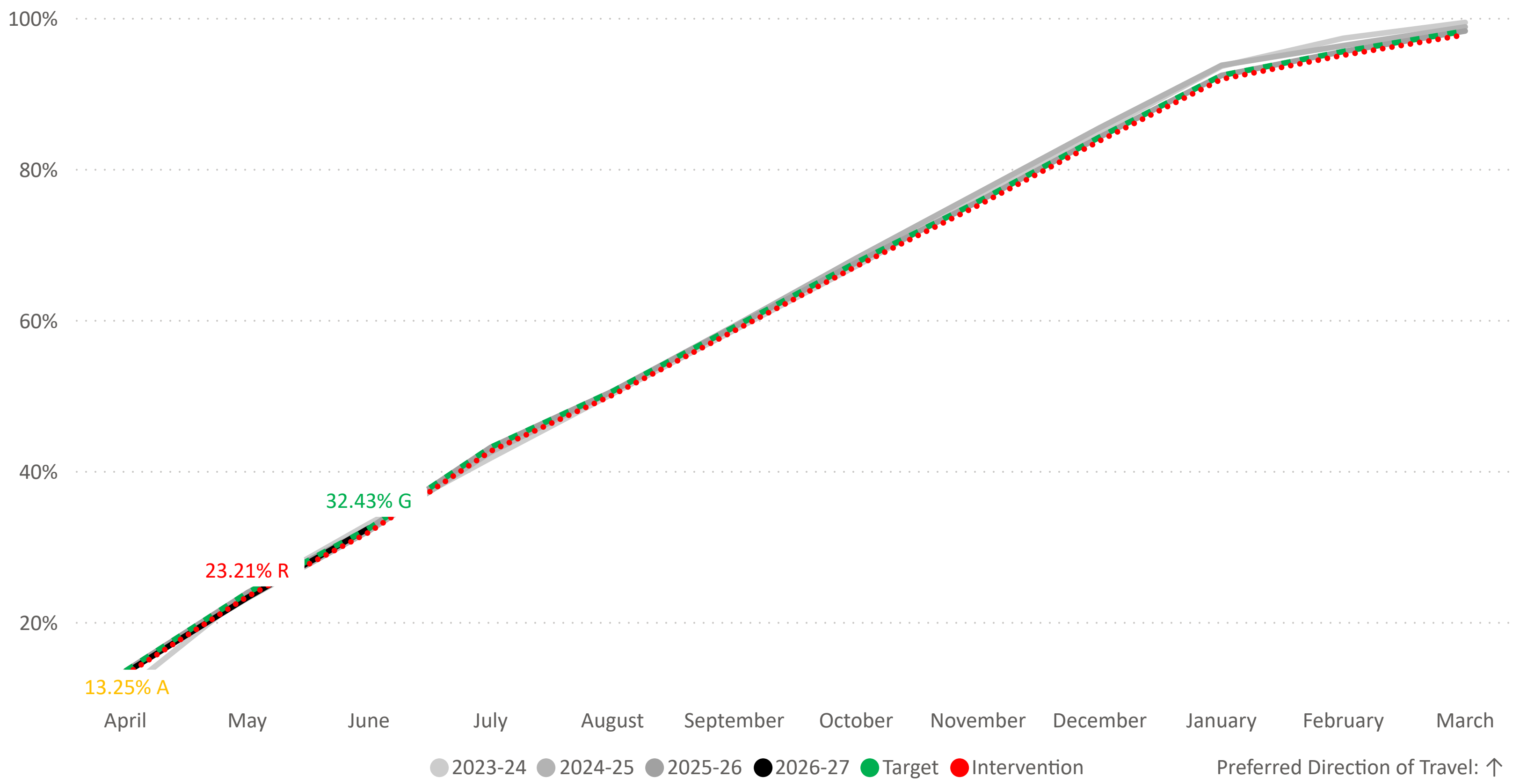
G

Outcome: Delivering good quality, high value for money services

PI 31: Business Rate collection rate

The percentage of Council Tax that has been collected compared to the total forecasted end-of-year Business Rates amount.





Latest Commentary from Service:

Software issues relating to Government-mandated changes that impacted collection in April and May have now been resolved, with performance now slightly above target for the end of Q1. As with Council Tax, monthly collection does not always follow previous trends exactly, and performance is continually monitored throughout the year.

Latest year-end forecast:

98.25%

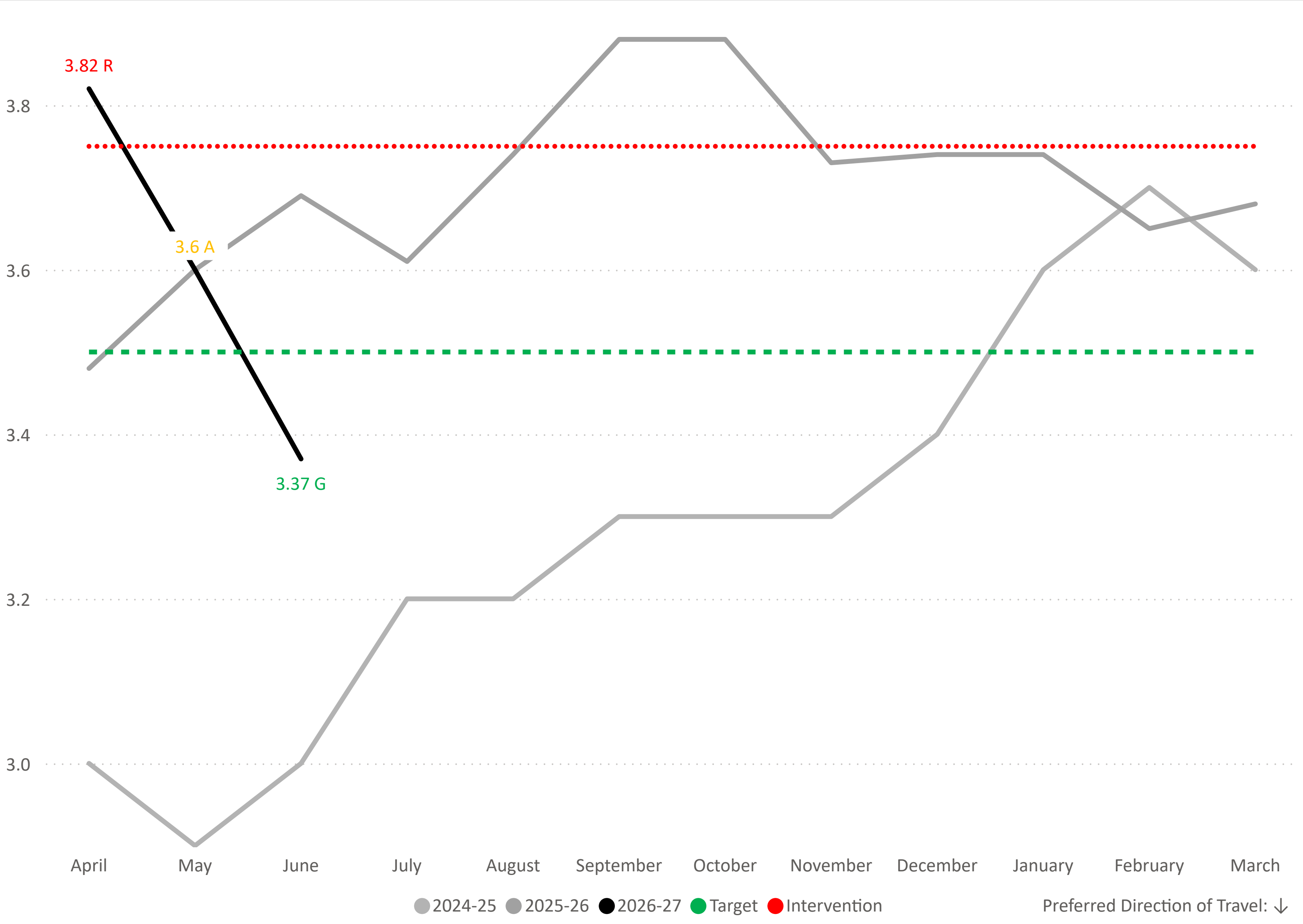
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 32: The number of short-term staff sickness days lost per full time equivalent (FTE) (rolling)

The number of short term sickness days taken per month, based on a 12 month rolling period, per Full Time Equivalent (37 hours). Short term sickness is defined as absences of less than 28 calendar days.



Latest Commentary from Service:

Extremely positive performance has occurred for short-term sickness, with 2 very positive months in May and June (as well as the removal of 2 quite negative months in May and June 2025, as it is a 12-month rolling average), which has meant that this metric is now within target. Coughs and Colds remain the highest reason for absence with 112 days taken in quarter 1. HR completed 10 As1's but had 23 outstanding. 5 probation sickness AS1's outstanding, and we completed 3 As2's with 15 outstanding. The sickness review group met and discussed what worked well and not so well with the sick absence process and any suggestions on how the process could be improved. HR have taken the feedback away and will be presenting a paper to CLT to consider in the next month.

Latest year-end forecast:

3.50

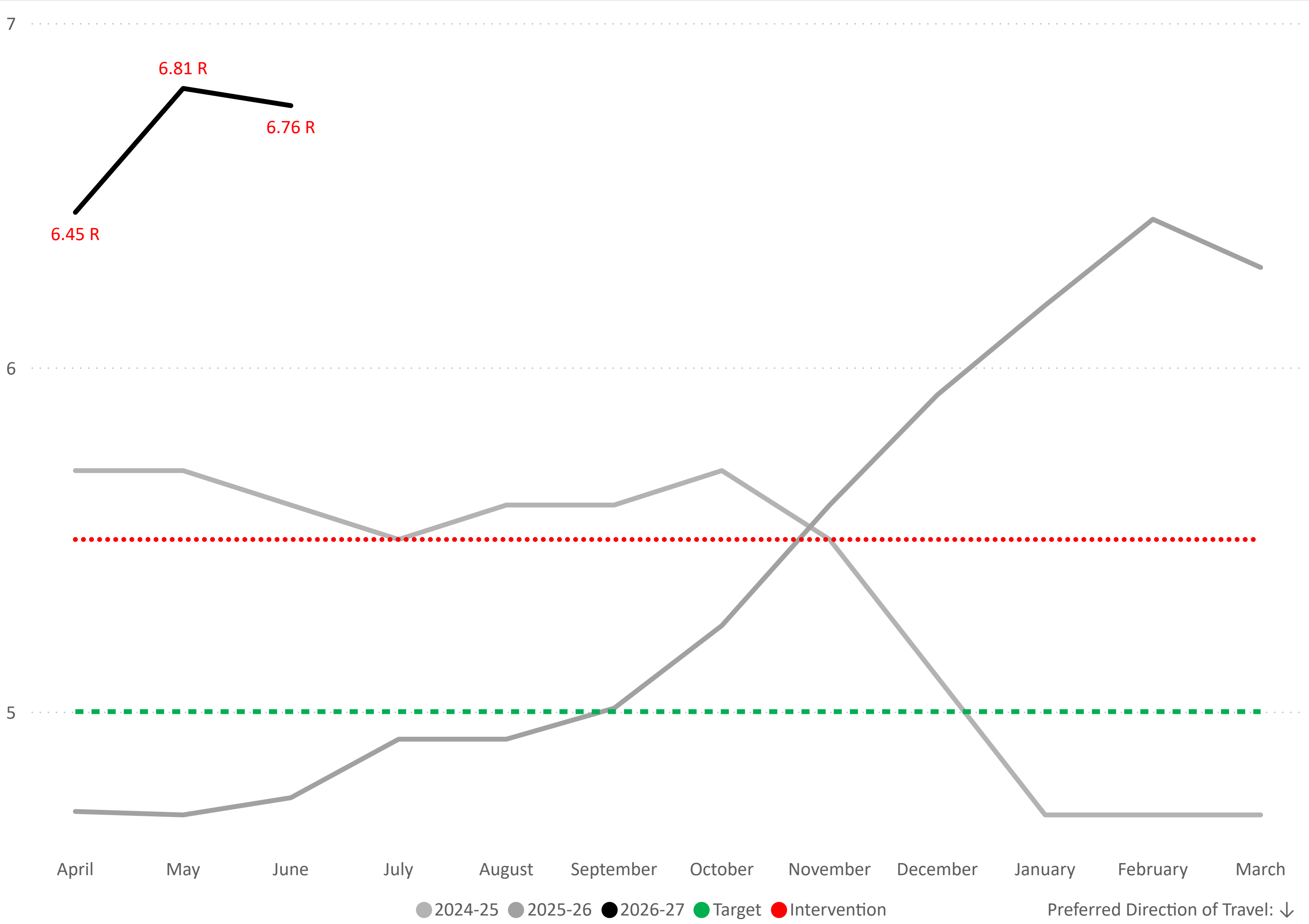
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 33: The number of long-term sickness days lost per full time equivalent (FTE) (rolling)

The number of long term sickness days taken per month, based on a 12 month rolling period, per Full Time Equivalent (37 hours). Long term sickness is defined as absences of over 28 calendar days.



Latest Commentary from Service:

Long-term absence is slowly reducing, losing 395 days in June compared to 460 in May; however, it has increased compared to March 2026. We had 19 live cases; 3 were managed out via the AS3 process, and 1 returned to work. We have 3 cases moving through the AS3 process and another case will leave next week on ill health retirement. Cases of 6 months or longer (8 cases) have reduced to 4, with 3 of those moving through the AS3 process and 1 hopefully returning to work next month. All remaining cases are being actively managed by HR.

PATH TO GREEN - The sickness review group met and discussed what worked well and not so well with the sick absence process and any suggestions on how the process could be improved. HR have taken the feedback away and will be presenting a paper to CLT to consider in the next month.

Latest year-end forecast:

6.00

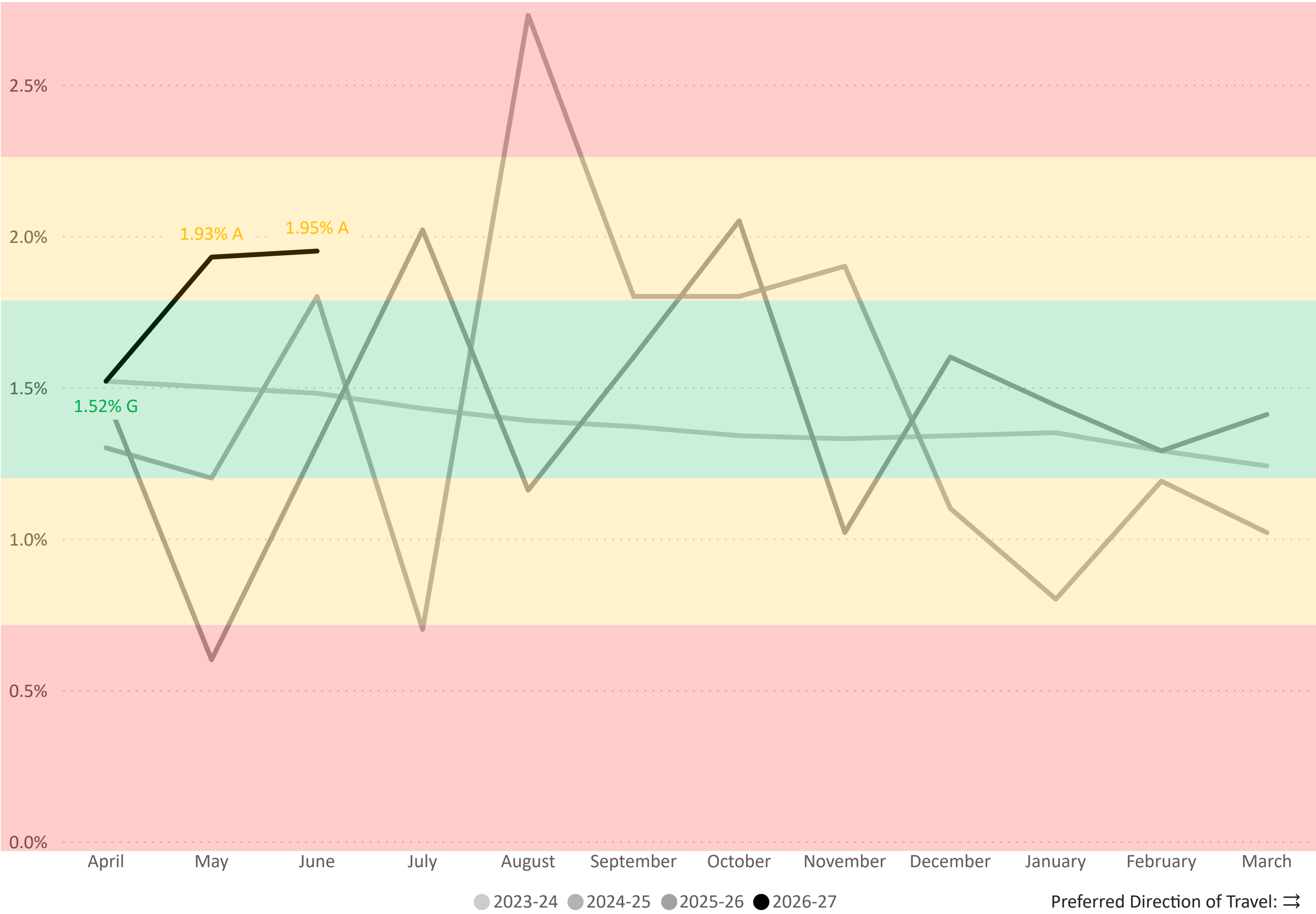
Latest projected outturn:

A

Outcome: Delivering good quality, high value for money services

PI 34: The percentage of staff Turnover (per month)

The number of contracted staff that have left the organisation compared to the average headcount of staff within the month. This includes terminations and resignations.



Latest Commentary from Service:

42 leavers were observed over the 3 months in quarter 1, with 35 of these being resignations for non-retirement purposes. This is slightly above a healthy turnover for the size of HDC, but would not be considered unhealthy. Completion of Exit questionnaires continues to be encouraged to source the root cause of officers leaving the organisation. No trend has been identified yet from the exit data, but HR will continue to monitor.

Latest year-end forecast:

1.50%

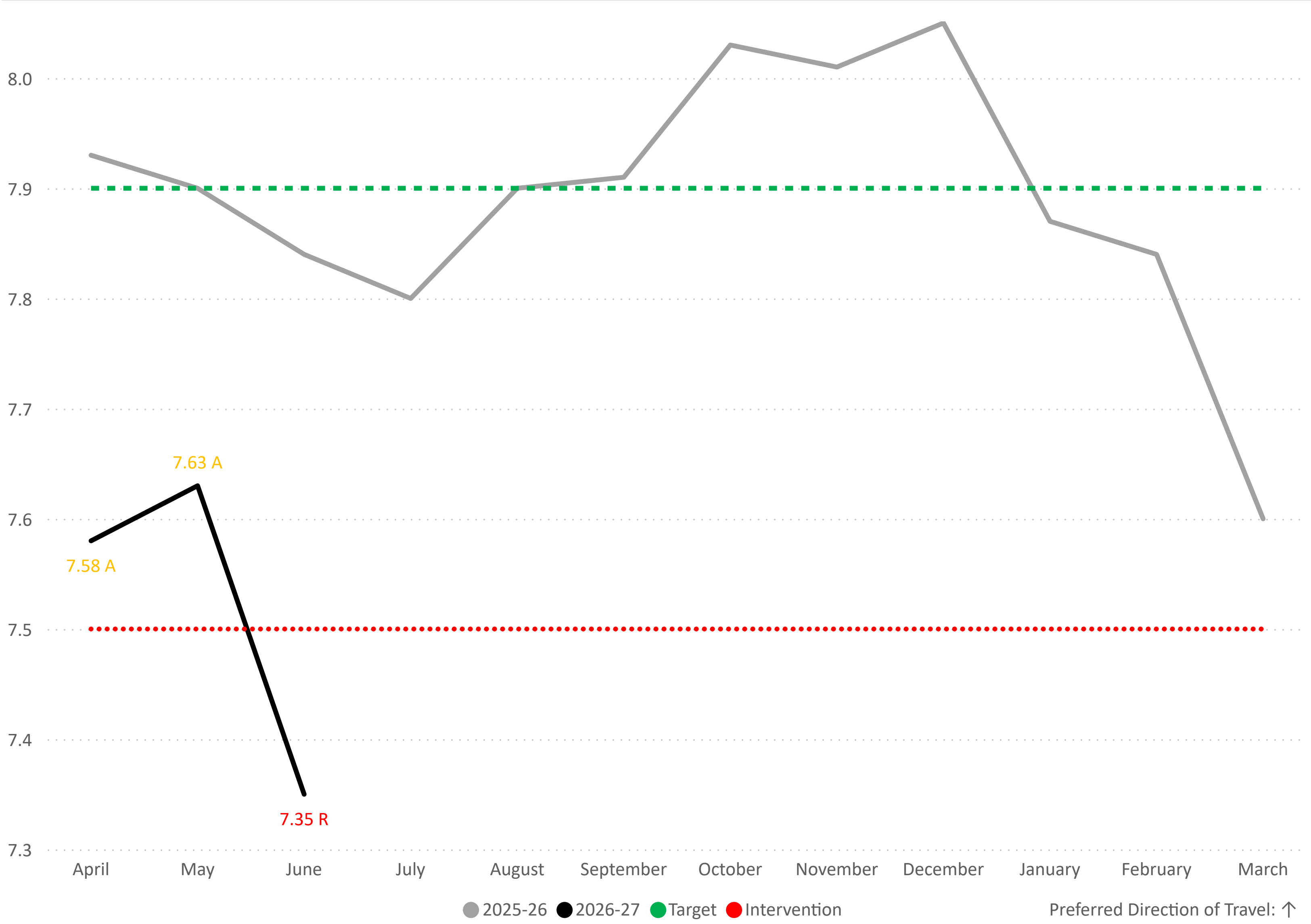
Latest projected outturn:

G

Outcome: Delivering good quality, high value for money services

PI 35: The average length of staff service (years)

The average length of service of all current HDC staff that are employed on a contract.



Latest Commentary from Service:

Length of service has slightly decreased again, due to 1 employee leaving with over 30 years of experience, as well as a number of new starters throughout June, which reduces the average.

Latest year-end forecast:

7.90

Latest projected outturn:

G